DOCUMENT RESUME

ED 409 429 CE 074 348

TITLE	Business Technology Education. Vocational Education Program Courses Standards.
INSTITUTION	Florida State Dept. of Education, Tallahassee. Div. of Applied Tech., Adult, and Community Education.
PUB DATE	Jul 97
NOTE	410p.
AVAILABLE FROM	Florida Department of Education, Product Distribution, Tallahassee, FL 32399 (order no. BE 483 BK 97).
PUB TYPE	Guides - Classroom - Teacher (052)
EDRS PRICE	EDRS Price MF01 Plus Postage. PC Not Available from EDRS.
DESCRIPTORS	Behavioral Objectives; Business Administration; *Business Education; Career Academies; *Competency Based Education; Computer Oriented Programs; Cooperative Education; Court Reporters; Data Processing; Desktop Publishing; Employment Qualifications; Entry Workers; Job Skills; Keyboarding (Data Entry); *Office Occupations Education; Postsecondary Education; Secondary Education; Secretaries; Small Businesses; State Curriculum Guides; *State Standards; *Statewide Planning; Student Evaluation; Teaching Guides; *Technology Education; Word Processing
IDENTIFIERS	*Florida

ABSTRACT

This document contains vocational education program course standards (curriculum frameworks and student performance standards) for exploratory courses, practical arts courses, and job preparatory programs offered at the secondary and postsecondary level as part of the business technology education component of Florida's comprehensive vocational education program. Curriculum frameworks are provided for 54 programs/clusters: business systems and technology 1 and 2; academy of international business; academy of desktop publishing; accounting; accounting applications; accounting operations; accounting records; accounting technology; business administration and management; business administration operations; business computer programming; business cooperative education organization management; business cooperative education; business data processing; business education directed study; business keyboarding; business management; business software applications; computer applications in business 1 and 2; computer information systems analysis; computer programming; computer programming and applications; court reporting; data entry; electronic/desktop publishing; financial records; general office clerk; information processing; international business management; legal secretarial technology; medical secretarial technology; office management technology; office supervision; office support technology; office systems technology; postal service management; practical computer skills; practical keyboarding skills; recordkeeping; records management; records specialist; secretarial services; small business management; small business operations; and word processing technology. Each curriculum framework includes some or all of the following: program title, occupational area, grade level, length, certification awarded; major concepts/content covered in the course; laboratory activities; special notes; and intended outcomes. (MN)

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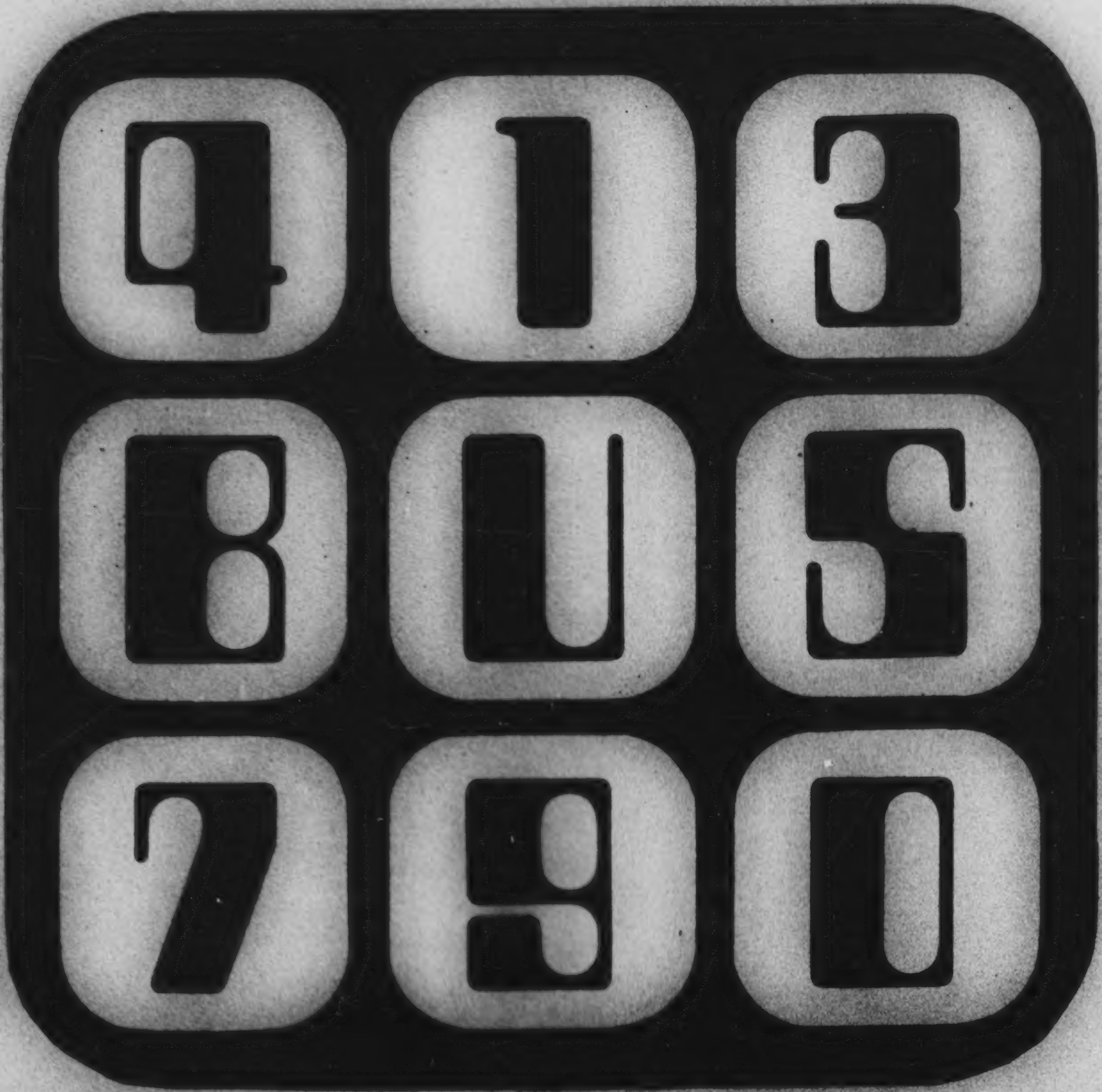
ED 409 429

VOCATIONAL EDUCATION PROGRAM COURSES STANDARDS

July 1997

Business Education



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VOCATIONAL EDUCATION

PROGRAM COURSES STANDARDS

BUSINESS TECHNOLOGY EDUCATION

July 1997

FLORIDA DEPARTMENT OF EDUCATION
Division of Applied Technology, Adult, and Community Education
Bureau of System Implementation and Technical Assistance
Tallahassee, Florida 32399-0400
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FOREWORD

Section 228.041 Florida defines vocational education as meaning that instruction not necessarily leading to a baccalaureate degree, either graded or upgraded, listed below:

1. Job/preparatory programs designed to provide students with the minimum competencies necessary for effective entry into an occupation;
2. Exploratory courses designed to give students initial exposure to the skills and aptitudes associated with a broad range of occupations in order to assist them in making informed decisions regarding their future academic and occupational goals;
3. Supplemental programs designed to enable persons who are or have been employed in an occupation to upgrade their competencies in order to reenter or maintain employment or advance within their current occupation;
4. Practical arts courses designed to teach students practical generic skills which, though applicable to some occupations, are not designed to prepare students for entry into a specific occupation; or
5. Instruction which integrates the basic academic skills and vocational skills.

This document contains vocational education program courses standards (curriculum frameworks and student performance standards) for exploratory courses, practical arts courses and job preparatory programs offered at the secondary or postsecondary level as a part of Florida's comprehensive vocational education program. Vocational education program courses standards are established pursuant to Section 239.205, Section 233.011, and Section 232.2454, Florida Statutes, for school districts and community colleges. State Board of Education Rule 6A-6.0571, Criteria for qualification of Special Vocational-Technical Education Program Courses, provides the basis for the development and dissemination of this document.

Each program course standard is composed of two parts: a curriculum framework and student performance standards. The curriculum framework includes four major sections: major concepts/content, laboratory activities, special notes, and intended outcomes. Student performance standards are listed for each intended outcome.

The standards do not prescribe how instruction should be delivered since decisions relative to the delivery of instruction must be made by school districts and community colleges within the context of local conditions. The Division of Applied Technology and Adult Education, Florida Department of Education, supports the belief that competency-based vocational education is the most effective means of providing programs and courses that conform to these established standards.

Program and course standards are based upon competencies required for entry, advancement, and upgrading in occupations in the vocational program areas of Agriculture, Business, Diversified, Health Occupations, Home Economics, Technology, Industrial, Marketing, and Public Service Education. Standards for courses designed for handicapped, disadvantaged, and other special needs persons are also provided. The standards are reviewed annually and revised as needed based upon changes in occupations utilizing input from professional associations, state technical committees, and other representatives of the private sector.

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INTRODUCTION
BUSINESS TECHNOLOGY EDUCATION

Business technology education is a group of planned, specialized instructional programs structured to prepare students to enter, to advance, and to refine prescribed competencies requisite for employment in a cluster of business occupations or in a specific occupation chosen as a career objective.

The programs of business technology education in Florida prepare individuals for occupations in Management and Personnel, Accounting, Data Processing, Clerical, Secretarial, Court Reporting, Material Processing, and Word Processing. These programs include instruction in planning, organizing, directing, and controlling business office systems and procedures; preparing, systemizing, recording, transcribing, and preserving written communications and records; preparing and analyzing financial records; collecting accounts, receiving and disbursing funds; gathering, processing, and disseminating information; operating electric and electronic office equipment; and performing a multitude of other business office tasks.

Congruent to all programs are the identified economic concepts and leadership activities that enable the individual to function as a consumer, voter, worker and leader in the American business system.

Reinforcement of basic skills in English, mathematics, and science appropriate for the job preparatory programs is provided through vocational classroom instruction and applied laboratory procedures or practices.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8209020
Course Title: Business Systems and Technology 1
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide a basic overview of current business and information systems and trends and to introduce students to the basic skills required for today's business environments. Emphasis is placed on developing proficiency with fundamental computer applications of keyboarding and word-processing, so that they may be used as communication tools for enhancing personal and workplace proficiency in an information based society.

100.0 DEMONSTRATE KNOWLEDGE, SKILL, AND APPLICATION OF INFORMATION SYSTEMS AS THEY RELATE TO LIFE AND WORKPLACE SITUATIONS TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE The student will be able to:

- 100.01 Develop proficiency with touch keyboarding skills to enter and manipulate text and data.
- 100.03 Use current and emerging computer technology and software to perform personal and business related tasks.
- 100.05 Develop an awareness of communications and networking systems in life and workplace environments.
- 100.06 Describe current and emerging computer technology and the potential impact on life, the workplace, and business environments.

101.0 APPLY BASIC COMMUNICATION SKILLS (READING, WRITING, SPEAKING, LISTENING, AND VIEWING) IN A COURTEOUS, CONCISE, AND CORRECT MANNER ON PERSONAL AND PROFESSIONAL LEVELS--The student will be able to:

- 101.01 Select and use modes of communications appropriate to specific life and work situations.
- 101.02 Organize ideas and communicate oral and written messages appropriate to listeners and situations in life, workplace and business environments.
- 101.03 Use listening, speaking, and nonverbal skills and strategies to communicate effectively with supervisors, co-workers and customers.
- 101.05 Develop a working knowledge of standard written communication formats used for personal and professional communication.
- 101.07 Collaborate to complete tasks and solve life and business related problems.
- 101.08 Use professional business vocabulary appropriate for entry-level jobs in business environments.

102.0 USE TECHNOLOGY TO ENHANCE THE EFFECTIVENESS OF COMMUNICATIONS IN ORDER TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE--The student will be able to:
- 102.01 Select and use word processing software and accompanying features to enhance written business communications.
- 102.02 Compose and create memos, letters, proposals, reports and other documents following a designated business format.
- 102.03 Use the writing process to create business-related documents appropriate to the subject matter, purpose and audience.
- 102.04 Revise and edit documents to ensure correct grammar, spelling, punctuation, and format.
- 102.08 Demonstrate effective and efficient use of a variety of telephone features and equipment for oral business communication.

103.0 USE INFORMATION TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE--The student will be able to:
- 103.01 Use strategies to derive information from communication modes used in business (e.g. written memos, letters, proposals, oral instructions, presentations, nonverbal, etc.).
- 103.02 Develop strategies to select appropriate information, determine relevance, and use appropriate resources for completing business tasks.

104.0 ANALYZE CURRENT AND EMERGING WORKPLACE TRENDS AND ISSUES AND DETERMINE POTENTIAL IMPACT ON CAREER AND JOB OBJECTIVES AND WORKPLACE PERFORMANCE--The student will be able to:
- 104.01 Identify, define and discuss current trends and issues that impact global and local business/workplace environments.
- 104.02 Explore the cause and effect relationships of current business trends/issues and discuss implications for completing job objectives and enhancing workplace performance in business environments.

105.0 DEVELOP AN AWARENESS OF MANAGEMENT FUNCTIONS AND ORGANIZATIONAL STRUCTURES AS THEY RELATE TO TODAY'S WORKPLACE AND EMPLOYER/EMPLOYEE ROLES--The student will be able to:
- 105.01 Explore organizational structures in today's workplace and business environments.
- 105.02 Explore employer and employee roles and relationships in today's workplace and business environments.

106.0 PRACTICE QUALITY PERFORMANCE IN THE LEARNING ENVIRONMENT AND THE WORKPLACE--The student will be able to:
- 106.01 Assess personal performance and identify and implement strategies for improvement.
- 106.02 Develop criteria for assessing products and processes that incorporate effective business practices.

107.0 INCORPORATE APPROPRIATE LEADERSHIP AND SUPERVISION TECHNIQUES, CUSTOMER SERVICE STRATEGIES, AND STANDARDS OF PERSONAL ETHICS TO

ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE--The student will be able to:

107.01 Demonstrate and awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business or learning environment.

107.03 Analyze managerial skills necessary for maintaining a high quality work environment in business settings.

108.0 APPLY MATHEMATICAL OPERATIONS AND PROCESSES AS WELL AS FINANCIAL PLANNING STRATEGIES TO COMMONLY OCCURRING SITUATIONS IN THE WORKPLACE AND IN LIFE TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE--The student will be able to:

108.01 Determine the correct mathematical process to use for basic problems that are typical of business situations and use formulas when appropriate.

108.03 Select and use appropriate tools when solving workplace, business and real world problems.

108.04 Analyze, interpret, and present/communicate data using common statistical procedures.

108.05 Use common standards of measurement in solving work related or business problems (e.g. length, weight, currency, and time).

109.0 ASSESS PERSONAL STRENGTHS AND WEAKNESSES AS THEY RELATE TO JOB OBJECTIVES, CAREER EXPLORATION, PERSONAL DEVELOPMENT, AND LIFE GOALS--The student will be able to:

109.01 Assess and analyze personal aptitudes and interests as they may relate to a potential future career in business environments.

109.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.

110.0 INCORPORATE KNOWLEDGE GAINED FROM INDIVIDUAL ASSESSMENT AND JOB/CAREER EXPLORATION TO DESIGN AN INDIVIDUAL CAREER PLAN THAT REFLECTS THE TRANSITION FROM SCHOOL TO WORK, LIFE-LONG LEARNING, AND PERSONAL AND PROFESSIONAL GOALS--The student will be able to:

110.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.

110.02 Use career resources to develop an information base that reflects local business related occupations and opportunities for continuing education and workplace experience.

110.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.

110.06 Explore multiple business related occupational interests and analyze similarities and differences in order to develop a career transition plan.

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Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8209030
Course Title: Business Systems and Technology 2
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to build upon the experiences and content of Business Systems and Technology 1 so that a fundamental core of knowledge, skills, and attitudes required for today's business environment are established. Emphasis is placed on developing proficiency with database, spreadsheet, presentation, and integrated software applications as tools for accomplishing business related job objectives and enhancing workplace performance.

100.0 DEMONSTRATE KNOWLEDGE, SKILL, AND APPLICATION OF INFORMATION SYSTEMS AS THEY RELATE TO LIFE AND WORKPLACE SITUATIONS TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE The student will be able to:

- 100.02 Enhance proficiency with touch keyboarding skills (speed and accuracy) to enter and manipulate data.
- 100.04 Use current and emerging computer technology and software to perform personal and business related tasks; solve problems; and to organize and communicate information.
- 100.07 Troubleshoot problems with computer hardware and peripherals.
- 100.08 Use communications and networking systems to perform tasks and solve problems related to life, the workplace, and business environments.

101.0 APPLY BASIC COMMUNICATION SKILLS (READING, WRITING, SPEAKING, LISTENING, AND VIEWING) IN A COURTEOUS, CONCISE, AND CORRECT MANNER ON PERSONAL AND PROFESSIONAL LEVELS--The student will be able to:

- 101.02 Organize ideas and communicate oral and written messages appropriate to listeners and situations in life, workplace, and business environments.
- 101.03 Use listening and speaking strategies to communicate effectively with supervisors, co-workers and customers.
- 101.04 Select and use modes of communications appropriate to specific job and workplace situations.
- 101.06 Select and use standard written communication formats used for personal and professional communication.
- 101.07 Collaborate to complete tasks and solve life and business related problems.
- 101.09 Use professional business vocabulary appropriate for internal and external communications in business environments.

102.0 USE TECHNOLOGY TO ENHANCE THE EFFECTIVENESS OF COMMUNICATIONS IN ORDER TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE--The student will be able to:

- 102.02 Compose and create memos, letters, proposals, reports and other documents following designated business format.
- 102.03 Use the writing process to create business-related documents appropriate to the subject matter, purpose and audience.
- 102.04 Revise and edit documents to ensure correct grammar, spelling, punctuation, and format.
- 102.05 Use computer networks (e.g. internet, on-line databases, E-mail) to facilitate collaborative or individual learning and communication.
- 102.06 Use database, spreadsheet, and integrated software packages to enhance written business communication.
- 102.07 Use presentation software to enhance personal and professional communications.
- 102.09 Explore current and emerging telecommunication systems.
- 102.10 Discuss communications systems--cultural, organizational, technological, and interpersonal.

103.0 USE INFORMATION TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE--The student will be able to:

- 103.01 Use strategies to derive information from communication modes used in business (e.g. written memos, letters, proposals, oral instructions, presentations, nonverbal, etc.).
- 103.03 Respond to and utilize information derived from multiple sources (e.g. written documents, instructions, E-mail) to solve business problems and complete business tasks.

104.0 ANALYZE CURRENT AND EMERGING WORKPLACE TRENDS AND ISSUES AND DETERMINE POTENTIAL IMPACT ON CAREER AND JOB OBJECTIVES AND WORKPLACE PERFORMANCE--The student will be able to:

- 104.03 Demonstrate an awareness of current trends and issues which impact global and local business/workplace environments.
- 104.04 Communicate (individually and group) current and emerging business trends and recommend strategies for dealing with these trends on personal and professional levels.

105.0 DEVELOP AN AWARENESS OF MANAGEMENT FUNCTIONS AND ORGANIZATIONAL STRUCTURES AS THEY RELATE TO TODAY=S WORKPLACE AND EMPLOYER/EMPLOYEE ROLES--The student will be able to:

- 105.03 Design, implement and evaluate organizational structures for managing project teams.
- 105.04 Demonstrate an awareness of the employee's role in maintaining productive business environments in today=s workplace.

106.0 PRACTICE QUALITY PERFORMANCE IN THE LEARNING ENVIRONMENT AND THE WORKPLACE--The student will be able to:

- 106.03 Routinely assess personal performance and identify and implement strategies for improvement.

106.04 Assess peers and/or group members= performance in order to develop and implement strategies for improvement.

107.0 INCORPORATE APPROPRIATE LEADERSHIP AND SUPERVISION TECHNIQUES, CUSTOMER SERVICE STRATEGIES, AND STANDARDS OF PERSONAL ETHICS TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE--The student will be able to:

107.02 Develop and implement a plan for maintaining quality service and production in a workplace, business, or learning environment.

107.04 Facilitate focus group discussions regarding service, supervision, and ethical considerations that impact the workplace, business, or learning environment.

108.0 APPLY MATHEMATICAL OPERATIONS AND PROCESSES AS WELL AS FINANCIAL PLANNING STRATEGIES TO COMMONLY OCCURRING SITUATIONS IN THE WORKPLACE AND IN LIFE TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE--The student will be able to:

108.02 Determine the correct mathematical process to use for complex problem situations that are typical of business settings and use formulas when appropriate.

108.03 Select and use appropriate tools when solving workplace, business and real world problems.

108.04 Analyze, interpret, and present/communicate data using common statistical procedures.

108.05 Use common standards of measurement in solving work related or business problems (e.g. length, weight, currency, and time).

109.0 ASSESS PERSONAL STRENGTHS AND WEAKNESSES AS THEY RELATE TO JOB OBJECTIVES, CAREER EXPLORATION, PERSONAL DEVELOPMENT, AND LIFE GOALS--The student will be able to:

109.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.

109.04 Reassess and analyze individual talents, interests, and personal characteristics, and relate to desired career options.

110.0 INCORPORATE KNOWLEDGE GAINED FROM INDIVIDUAL ASSESSMENT AND JOB/CAREER EXPLORATION TO DESIGN AN INDIVIDUAL CAREER PLAN THAT REFLECTS THE TRANSITION FROM SCHOOL TO WORK, LIFE-LONG LEARNING, AND PERSONAL AND PROFESSIONAL GOALS--The student will be able to:

110.03 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.

110.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.

110.07 Demonstrate job seeking skills required for entry level employment (e.g. resume, application, interview, follow up).

110.08 Demonstrate awareness of specific job requirements and career paths (i.e. requirements, characteristics needed, etc.) in business environments.

110.09 Demonstrate an awareness of the potential impact of local and global trends on career plans, life goals.

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Florida Department of Education
CURRICULUM FRAMEWORK

Program Title: Academy of Desktop Publishing
Occupational Area: Business

Secondary

Program Numbers **8209400**
CIP Number 0507.080105
Grade Level 9-12, 30, 31
Length 3 credits
Certification

Keyboard Doc Proc., Elec/Desktop Pub 1., & Elec/Desktop Pub 2:

BUS ED @4 1
VOE @7
TEACH CBE @7
PRINTING ¢7
GRAPH ARTS $4
JOURNALISM $1 $2 $4
INDUS ARTS $4 $6
GEN SHOP $4
I ART-TEC $1 $2
ENGLISH $1 $2 $4 $8 $9
MG ENGLISH $C
JR HI SCH $8

Communication Technology I

INDUS ARTS @4 @6
PRINTING @7G
GRAPH ARTS @4
GEN SHOP @4
I ART-TEC 1 @2
BUS ED $4 $1
VOE $7
TEACH CBE $7
JOURNALISM $1 $2 $4
ENGLISH $1 $2 $4 $8 $9
MG ENGLISH $C
JR HI SCH $8

Journalism I:

JOURNALISM 1 @2 @4
ENGLISH 1 @2 @4 @8 @9
MG ENGLISH C
JR HI SCH @8
BUS ED $4 $1
VOE $7
TEACH CBE $7
PRINTING ¢7
GRAPH ARTS $4
INDUS ARTS $4 $6
GEN SHOP $4
I ART-TEC $1 $2

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to provide students with a foundation of knowledge and technically oriented experiences in the study of desktop publishing and to prepare them for employment as proofreaders and copy markers (53911392) or to provide supplemental training for persons previously or currently employed in this occupational area.

Listed below are the courses that comprise this program:

8209010 Keyboarding and Document Processing
8209310 Electronic/Desktop Publishing 1
8209320 Electronic/Desktop Publishing 2or
8601010 Communications Technology 1
or
1006300 Journalism 1

II. **LABORATORY ACTIVITIES**: Instruction and learning activities are provided in a laboratory setting using hands-on experiences with the tools and materials appropriate to the course content.

III. **SPECIAL NOTE**: The appropriate student organization will provide leadership experiences and assist in reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks relevant to the occupation which the student has chosen as a career goal. The student must be paid for work performed.

When the cooperative method of instruction is used, steps should be taken to insure that each student in the Academy of Desktop Publishing program receives on-the-job experiences designed to develop technical, process and application level competencies. The intent is to provide opportunities for the student to be exposed to business and industry requirements by participating in the process as much as possible. The cooperative development of the student training plan is essential to assure the success of the student.

The typical length of this program for the average achieving student is 450 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. **INTENDED OUTCOMES**: After successfully completing this program, the student will be able to:

02.0 Apply strategies of basic mathematical operations and concepts to the solution of business-related problems.
03.0 Perform keyboarding activities.
07.0 Perform communication activities.
09.0 Perform job application activities.
10.0 Demonstrate a knowledge of information processing concepts.
12.0 Perform decision making activities.
30.0 Perform electronic/desktop publishing operations.
47.0 Demonstrate knowledge of electronic/desktop publishing concepts.
48.0 Perform mechanical creative support operations.
63.0 Perform technology applications.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Academy of Desktop Publishing
Secondary Number: 8209400

02. APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS

02.01 Verify mathematical calculations using the calculator/computer when appropriate.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the businessworld.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate correct touch keyboarding techniques including the ten-key pad.
03.03 Key and apply formatting principles.
03.04 Demonstrate keyboarding speed and accuracy.
03.05 Key in business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.13 Demonstrate proofreading skills using proofreaders' marks.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:
09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter and a letter of resignation.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.
10.02 Identify terms commonly used in information processing.
10.03 Identify the major components of an electronic office system.
10.10 Identify electronic business systems, equipment components, and media.
10.11 Sequence and define the six steps of a processing cycle.
10.12 Interpret operations of a flowchart of a simulated business job.
10.13 Check printout for error; correct and resubmit.
12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.01 Determine work priorities.
12.10 Evaluate and select appropriate software package to complete assigned task.
12.13 Compare and select appropriate multimedia tools.
12.14 Evaluate information and choose relevant material.

30.0 PERFORM ELECTRONIC/DESKTOP PUBLISHING OPERATIONS--The student will be able to:
30.01 Identify machine specifications and functions.
30.02 Prepare computer printer and scanner for operations.

47.0 DEMONSTRATE KNOWLEDGE OF ELECTRONIC/DESKTOP PUBLISHING CONCEPTS--The student will be able to:
47.01 Identify the skills needed by an electronic desktop publisher.
47.02 Identify significant developments in the electronic/desktop publishing industry.
47.03 Define commonly used terms in graphic communications.
47.04 Identify characteristics of paper.
47.05 Identify software used in electronic/desktop publishing.

48.0 PERFORM MECHANICAL CREATIVE SUPPORT OPERATIONS--The student will be able to:
48.01 Identify characteristics of type, type families, type series, and type styles.
48.02 Identify elements of design.
48.03 Copyfit and markup (specify type sizes and styles).
48.04 Paste up mechanical elements electronically.
48.05 Check and compare completed mechanical to comprehensive layout for final proofing.
48.06 Prepare rough layout design.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:
63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.05 Identify functions of operating systems.
63.07 Identify ethical issues related to technology.
63.08 Demonstrate an awareness of emerging technologies.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8209010
Course Title: Keyboarding and Document Processing
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business keyboarding, math, communication, and technology applications.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS

02.01 Verify mathematical calculations using the calculator/ computer when appropriate.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate correct touch keyboarding techniques including the ten-key pad.
03.03 Key and apply formatting principles.
03.04 Demonstrate keyboarding speed and accuracy.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.
03.13 Demonstrate proofreading skills using proofreaders' marks.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter and a letter of resignation.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.05 Identify functions of operating systems.
63.07 Identify ethical issues related to technology.
63.08 Demonstrate an awareness of emerging technology.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8209310
Course Title: Electronic/Desktop Publishing 1
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to develop skill in the entry-level requirements of electronic/desktop publishing and camera-ready copy. The content includes composition, copy preparation, layout design, and measurements. The use of computers is required.

30.0 PERFORM ELECTRONIC/DESKTOP PUBLISHING OPERATIONS--The student will be able to:

30.01 Identify machine specifications and functions.
30.02 Prepare computer printer and scanner for operations.

47.0 DEMONSTRATE KNOWLEDGE OF ELECTRONIC/DESKTOP PUBLISHING CONCEPTS--The student will be able to:

47.01 Identify the skills needed by an electronic desktop publisher.
47.02 Identify significant developments in the electronic/desktop publishing industry.
47.03 Define commonly used terms in graphic communications.
47.04 Identify characteristics of paper.
47.05 Identify software used in electronic/desktop publishing.

48.0 PERFORM MECHANICAL CREATIVE SUPPORT OPERATIONS--The student will be able to:

48.01 Identify characteristics of type, type families, type series, and type styles.
48.02 Identify elements of design.
48.03 Copyfit and markup (specify type sizes and styles).
48.04 Paste up mechanical elements electronically.
48.05 Check and compare completed mechanical to comprehensive layout for final proofing.
48.06 Prepare rough layout design.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

COURSE NUMBER: 8209320
COURSE TITLE: Electronic/Desktop Publishing 2
COURSE CREDIT: 1

COURSE DESCRIPTION:

This course continues the development and refinement of electronic/desktop publishing skills. The content includes advanced application of composition, layout design, and camera-ready copy production. The use of computers is required.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.01 Determine work priorities.
12.10 Evaluate and select appropriate software package to complete assigned tasks.
12.13 Compare and select appropriate multi-media tools.
12.14 Evaluate information and choose relevant material.

30.0 PERFORM ELECTRONIC/DESKTOP PUBLISHING OPERATIONS--The student will be able to:

30.03 Create a variety of documents using current electronic publishing software.
30.04 Scan documents.
30.05 Print documents with color vaporation spot color and process color and crop marks.
30.06 Proofread electronically and manually.
30.07 Perform manipulative disk file functions.
30.08 Perform text manipulation functions.
30.09 Perform graphic manipulation functions using the most used graphic software.
30.10 Produce a portfolio.

59.11 Evaluate the advantages/disadvantages of entrepreneurship opportunities.
59.12 Identify local business involved in international trade.
59.13 Create a plan to obtain the skills/qualifications to enter a elected international business career.
59.14 Create a letter of application and resume.
59.15 Exhibit successful interview techniques.
59.16 Maintain and update a career portfolio.
59.17 Define the requirements of business careers.

66.0 DEMONSTRATE AN UNDERSTANDING OF THE PRINCIPLES OF BUSINESS IN A GLOBAL ECONOMY--The student will be able to:

66.01 Define terms related to business.
66.02 Define international business.
66.03 Discuss the reasons why international business is important.
66.04 Explain the components of the international business environment.
66.05 Describe the impact of international business activities on the local, regional, national, and international economies.
66.06 Interpret the impact of emerging economic and political changes in international operations.
66.07 Describe the resources(e.g., ports, trade routes, transportation centers, foreign trade zones, and natural, financial, and human resources) of major cities around the world.
66.08 Determine the impact of geography on international business, to include areas such as climate, time zones, distance, topography, and social, economic and natural resources.
66.09 Determine social and cultural influences on the form of business ownership used or required in different countries.
66.10 Determine qualifications necessary for a successful business.

67.0 DEVELOP AN UNDERSTANDING OF CULTURAL DIVERSITY/CUSTOMS--The student will be able to:

67.01 Demonstrate knowledge of multi-cultural environments.
67.02 Identify distinctive social and cultural factors affecting business protocol.
67.03 Explain the impact of cultures on human resource management.
67.04 Identify personal documentation for international travel(i.e., passport, visa).
67.05 Describe the importance of verbal and non-verbal communications.
67.06 Compare social customs(i.e., holidays, attire, gifts).
67.07 Plan marketing strategies for diverse cultures.

68.0 IDENTIFY BUSINESS ETHICS--The student will be able to:

68.01 Recognize ethical international business issues.
68.02 Describe the factors in the international business environment behavior.

69.0 IDENTIFY CHANNELS OF PROMOTING AND DISTRIBUTING GOODS--The students will be able to:

69.01 Define terms related to international marketing.
69.02 Recognize risks in overseas markets.
69.03 Illustrate how social, cultural, technological, and geographic factors influence consumer buying behavior in different cultures.
69.04 Identify trends that influence global marketing opportunities.
69.05 Identify the differences in roles of agents, wholesalers, retailers, freight forwarders, export companies, trading companies, and customs brokers.
69.06 Define procedures and prepare documentation associated with transportation of goods.

70.0 IDENTIFY GOVERNMENTAL AND POLITICAL INFLUENCES--The student will be able to:

70.01 Define terms related to international economics.
70.02 Identify the impact of geography and resources on trade.
70.03 Describe the impact of supply and demand.
70.04 Identify advantages and disadvantages of free trade.
70.05 Describe the role that US Customs and the customs agencies of other countries play in international trade activities.
70.06 Analyze the impact of political environments on international business.

71.0 PERFORM FINANCIAL OPERATIONS--The student will be able to:

71.01 Identify factors that influence consumer behavior in different countries.
71.02 Calculate currency exchange rates.
71.03 Explain how currency exchange rates affect international trade.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title: Academy of International Business
Occupational Area: Business

	Secondary	PSAV
Program Numbers	**8216100**	**B060901**
CIP Number	0506.090110	0506.090110
Grade Level	9-12, 30, 31	30, 31
Length	5 credits	750 hours
Certification	BUS ED @4 1 @2 VOE @7 TEACH CBE @7 MANAG SUPV ¢7 BOOKKEEPIN @4 ¢7	BUS ED @4 1 @2 VOE @7 TEACH CBE @7 MANAG SUPV @7 G BOOKKEEPIN @4 @7 G

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for entry-level management trainee positions (189.167-018) in the international business environment. Program completers develop the appreciation, knowledge, skills, and abilities necessary to work and live in a global marketplace.

Students are introduced to the concept of a global economy with attention given to economic, cultural, and political factors affecting international business. The program content includes the study of organizational structures, business management, entrepreneurship, human relations, cross-cultural communications, leadership, marketing, legal agreements, trade relations, banking and finance, international economics.

The curriculum supports student attainment of the skills and competencies included in the US Department of Labor SCANS Report for America 2000. The skills and competencies identified in SCANS are recognized as needed by workers in order to succeed in the work place.

The program is designed as a Tech Prep program of study. Articulation agreements must be developed with postsecondary institutions.

Listed below are the courses that comprise this program:

8209010 - Keyboarding and Document Processing
OR
8200320 - Practical Keyboarding Skills
AND
8200330 - Practical Computer Skills
8203010 - Accounting I
8216110 - International Business Systems
8216120 - International Finance and Law
8216130 - Business Internship

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral of this program and may include the use of computer systems, office technology, presentation technology, and business simulations.

III. **SPECIAL NOTE**: In order to provide the true meaning of the Academy concept, it is strongly suggested that a total interdisciplinary approach be implemented. It is through a balanced and integrated curriculum that students attain the attitudes, skills, and knowledge needed to compete successfully in today's work force. It is also strongly suggested that the Academy teachers have common planning periods to achieve curriculum integration.

The use of cooperative learning groups through program courses is recommended. By learning and practicing group process skills, students will be prepared to work "together" in real work situations.

Emphasis in the program should be given to the development of abilities and/or awareness necessary to function in a high technological society. Students in the Academy are encouraged to enroll in the Emerging Technology in Business course to become effective users of evolving technology.

The business internship course must include the following: an agreement among students, parents and employers, an evaluative criteria of job performance, a student professional growth plan which will include instructional objectives, career goals, and self assessment. Compensation is recommended but not required for work performed.

Course enhancement Student Performance Standards are included in the addenda for each of the following courses:

Keyboarding and Document Processing OR
Practical Keyboarding Skills/Practical Computer Skills
Accounting 1

Situations may occur in which non-Academy of International Business students may be scheduled in Academy of International Business classes. Therefore, consideration should be given to incorporate the teaching of the Academy of International Business enhancement Student Performance Standards to all students in the class. The teaching of global business concepts will be beneficial to the growth and development of all students.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

Future Business Leaders of America (Secondary) and Phi Beta Lambda (Postsecondary) are the appropriate vocational student organizations for providing leadership learning experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

IV. **INTENDED OUTCOMES**: After successfully completing this program, the student will be able to:

02.0 Apply strategies of basic mathematical operations and concepts to the solution of business-related problems.
03.0 Perform keyboarding activities.
07.0 Perform communication activities.
09.0 Perform job application activities.
13.0 Perform accounting activities.

21.0 Demonstrate knowledge of business management skills.
52.0 Exhibit positive human relations and leadership skills.
59.0 Demonstrate employability skills.
63.0 Perform technology applications.
66.0 Demonstrate an understanding of the principles of business in global economy.
67.0 Develop an understanding of cultural diversity/customs.
68.0 Identify business ethics.
69.0 Identify channels of promoting and distributing goods.
70.0 Identify governmental and political influences.
71.0 Perform financial operations.
72.0 Demonstrate knowledge of trade law.
73.0 Identify import/export activities.
74.0 Identify global organizational structures.
75.0 Demonstrate business management skills.
76.0 Demonstrate positive human relations and leadership skills in the workplace.
77.0 Demonstrate business ethics.

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Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Academy Of International Business
Secondary Number: 8216100
Postsecondary Number: B060901

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.01 Verify mathematical calculations using the calculator/computer when appropriate.
02.02 Use estimation and approximation strategies to compare, contrast, and analyze a variety of business-related financial calculations.
02.03 Compute and discuss a variety of business-related financial calculations (payroll, interest rates, profit margins, taxes, etc.)
02.05 Compute, compare, and discuss pricing practices, discounts, mark- ups, mark-downs, cash v. credit, etc.
02.06 Analyze and discuss graphs and tables as used in the business world.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.
02.09 Apply concepts of forecasting with financial information using appropriate technology (graphing calculators, business calculators and/or computer software) for written and oral presentations.
02.10 Investigate and discuss the impact of probability and statistics in all aspects of business activities.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate correct touch keyboarding techniques including the ten-key pad.
03.03 Key and apply formatting principles.
03.04 Demonstrate keyboarding speed and accuracy.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.13 Demonstrate proofreading skills using proofreaders' marks.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.

09.08 Demonstrate job interview techniques.

09.09 Compose and key a letter requesting a reference, follow-up letter, and a letter or resignation.

13.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

13.01 Identify accounting terms and concepts and employ accounting procedures to start and operate a business organized as a proprietorship.

13.02 Calculate employee earnings and deductions, complete payroll records; prepare payroll checks; and analyze, journalize and post payroll transactions, preparing payroll tax reports.

13.03 Identify accounting terms and concepts and employ accounting procedures to operate a business organized as a partnership.

21.0 DEMONSTRATE KNOWLEDGE OF BUSINESS MANAGEMENT SKILLS--The student will be able to:

21.02 Identify the major functions of management.

21.05 Examine quality control, quality circle, total quality management and other management styles and how they relate to an organization's international business operations.

21.06 Identify the factors that influence how managerial styles are applied in different countries.

21.07 Accomplish tasks within given deadlines.

21.08 Identify the major issues related to the work environment(i.e., safety regulations, ergonomics, gender equity, family leave, work week, fringe benefits).

21.09 Identify international business environmental factors that influence business operations.

52.0 EXHIBIT POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS--The student will be able to:

52.04 Compare ethnocentric, polycentric, regiocentric, and geocentric approaches to managing human resources.

52.05 Explain how staffing needs are determined, potential employees are recruited, and qualified applicants are selected for employment.

52.06 Identify the factors that influence how managerial styles are in different countries.

52.07 Recognize that employee motivation is culturally based.

52.08 Differentiate host-country nationals, home-country nationals, and third-country nationals.

52.09 Apply communication strategies (verbal and non-verbal) necessary and appropriate for effective and profitable international business relations.

52.10 Develop the ability to work in teams.

52.11 Participate in leadership activities in FBLA.

52.12 Participate in community service activities.

52.15 Apply communication strategies (verbal and non-verbal) necessary and appropriate for effective and profitable international business relations.

52.16 Develop the ability to work in teams.

52.17 Participate in leadership activities in FBLA.

52.18 Participate in community service activities.

59.0 DEMONSTRATE EMPLOYABILITY SKILLS--The student will be able to:

59.07 Explore domestic and international business career opportunities.
59.08 Describe the steps in the career planning process.
59.09 Research sources of career planning information.
59.10 Identify international business career opportunities based on personal factors and job availability.
59.11 Evaluate the advantages/disadvantages of entrepreneurship opportunities.
59.12 Identify local businesses involved in international trade.
59.13 Create a plan to obtain the skills/qualifications to enter a selected international business career.
59.14 Create a letter of application and resume.
59.15 Demonstrate successful interview techniques.
59.16 Maintain and update a career portfolio.
59.17 Define terms related to international business careers.
59.18 Apply for positions with a letter of application and resume.
59.19 Update a career portfolio.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.05 Identify functions of operating systems.
63.07 Identify ethical issues related to technology.
63.08 Demonstrate an awareness of emerging technology.

66.0 DEMONSTRATE AN UNDERSTANDING OF THE PRINCIPLES OF BUSINESS IN A GLOBAL ECONOMY--The student will be able to:

66.01 Define terms related to business.
66.02 Define international business.
66.03 Discuss the reasons why international business is important.
66.04 Explain the components of the international business environment.
66.05 Describe the impact of international business activities on the local, regional, national, and international economies.
66.06 Interpret the impact of emerging economic and political changes in international operations.
66.07 Describe the resources(e.g., ports, trade routes, transportation centers, foreign trade zones, and natural, financial, and human resources) of major cities around the world.
66.08 Determine the impact of geography on international business, to include areas such as climate, time zones, distance, topography, and social, economic and natural resources.
66.09 Determine social and cultural influences on the form of business ownership used or required in different countries.
66.10 Determine qualifications necessary for a successful business.

67.0 DEVELOP AN UNDERSTANDING OF CULTURAL DIVERSITY/CUSTOMS--The student will be able to:

67.01 Demonstrate knowledge of multi-cultural environments.
67.02 Identify distinctive social and cultural factors affecting business protocol.
67.03 Explain the impact of cultures on human resource management.
67.04 Identify personal documentation for international travel (i.e., passport, visa).

67.05 Describe the importance of verbal and non-verbal communications.
67.06 Compare social customs (i.e., holidays, attire, gifts).
67.07 Plan marketing strategies for diverse cultures.

68.0 IDENTIFY BUSINESS ETHICS--The student will be able to:

68.01 Recognize ethical international business issues.
68.02 Describe the factors in the international business environment affecting ethical business behavior.
68.03 Define terms, such as ethics, social responsibility and bribe.
68.04 Analyze the effect of an international business organization's action on a host country, the company's home country, owners, employees, consumers and society.

69.0 IDENTIFY CHANNELS OF PROMOTING AND DISTRIBUTING GOODS--The student will be able to:

69.01 Define terms related to international marketing.
69.02 Recognize risks in overseas markets.
69.03 Illustrate how social, cultural, technological, and geographic factors influence consumer buying behavior in different cultures.
69.04 Identify trends that influence global marketing opportunities.
69.05 Identify the differences in roles of agents, wholesalers, retailers, freight forwarders, export companies, and customs brokers.
69.06 Define procedures and prepare documentation associated with transportation of goods.
69.07 Explain how foreign exchange, economic conditions, and the international business environment affect prices charged in foreign markets.
69.08 Define procedures and documentation associated with transportation of goods.
69.09 Describe business documents used in international trade(i.e., shipping, billing, method of payment).

70.0 IDENTIFY GOVERNMENTAL AND POLITICAL INFLUENCES--The student will be able to:

70.01 Define terms related to international economics.
70.02 Identify the impact of geography and resources on trade.
70.03 Describe the impact of supply and demand.
70.04 Identify advantages and disadvantages of free trade.
70.05 Describe the role that US Customs and the customs agencies of other countries play in international trade activities.
70.06 Analyze the impact of political environments on international business.

71.0 PERFORM FINANCIAL OPERATIONS--The student will be able to:

71.01 Identify factors that influence consumer behavior in different countries.
71.02 Calculate currency exchange rates.
71.03 Explain how currency exchange rates affect international trade.
71.04 Define terms related to international finance and law.
71.05 Describe methods and procedures used to control risks.
71.06 Identify international services and practices of financial institutions.
71.07 Identify the components of the US balance of payments account.

71.08 Recognize pricing factors.
71.09 Explain how currency exchange rates affect international trade.
71.10 Describe how economic conditions, balance of payment situations, and political stability affect currency values.

72.0 DEMONSTRATE KNOWLEDGE OF TRADE LAW--The student will be able to:

72.01 Describe the differences among various legal systems such as code, statutory, and common law.
72.02 Define terms related to trade law.
72.03 Describe how trade barriers, tariffs, quotas, and taxation policies affect choices of location for companies operating internationally.
72.04 Recognize government's role in international law(i.e, protect against illegal imports, protect individual rights, ecology).
72.05 Recognize legal differences that exist between/among countries in areas such as consumer protection, product guidelines, labor laws, contract formulation, liability, and taxation.
72.06 Identify unfair trade practices.

73.0 IDENTIFY IMPORT/EXPORT ACTIVITIES--The student will be able to:

73.01 Define terms related to import/export.
73.02 Describe barriers to international trade.
73.03 Identify practices that influence international trade(i.e, quotas, tariffs, embargoes).
73.04 Explain reasons governments attempt to regulate trade.
73.05 Identify different standards and measures (i.e, weight, volume, distance).

74.0 IDENTIFY GLOBAL ORGANIZATIONAL STRUCTURES--The student will be able to:

74.01 Identify international banking organizations.
74.02 Describe the international monetary system, including the International Monetary Fund, World Bank, and Eurocurrency.
74.03 Define terms related to global organizations and trade alliances.
74.04 Explain purpose of trade alliances.
74.05 Identify major trade alliances (e.g., NAFTA, GATT).

75.0 DEMONSTRATE BUSINESS MANAGEMENT SKILLS--The student will be able to:

75.01 Apply the major functions of management in all areas of the internship workplace.

76.0 DEMONSTRATE POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS--The student will be able to:

76.01 Apply ethnocentric, polycentric, regiocentric, and geocentric approaches to managing human resources.
76.02 Demonstrate communication strategies (verbal and non-verbal) necessary and appropriate for effective and profitable international business relations.
76.03 Demonstrate skills as a team member.
76.04 Participate in leadership activities in FBLA.
76.05 Participate in community service activities.

77.0 DEMONSTRATE BUSINESS ETHICS--The student will be able to:

77.01 Demonstrate ethical international business behavior.

Program: 8216100 Academy of International Business

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8209010
Course Title: Keyboarding and Document Processing
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business keyboarding, math, communication, and technology applications.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS

02.01 Verify mathematical calculations using the calculator/computer when appropriate.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate correct touch keyboarding techniques including the ten-key pad.
03.03 Key and apply formatting principles.
03.04 Demonstrate keyboarding speed and accuracy.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.
03.13 Demonstrate proofreading skills using proofreaders' marks.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter and a letter of resignation.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.05 Identify functions of operating systems.
63.07 Identify ethical issues related to technology.
63.08 Demonstrate an awareness of emerging technology.

Program: 8216100 Academy of International Business

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8209010 (Addendum)
Course Title: Keyboarding and Document Processing (Addendum)
Course Credit: 1

COURSE DESCRIPTION:

NOTE: These intended outcomes and student performance standards are suggested for a course enhancement.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

- 02.03 Computer and discuss a variety of business-related financial calculations (payroll, interest rates, profit margins, taxes, etc.).
- 02.04 Complete, analyze, and correctly process business-related forms (invoices, sales slips, purchase orders, statements, etc.)

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

- 03.14 Prepare business documents used in international trade(i.e., shipping, billing, method payment).

59.0 DEMONSTRATE EMPLOYABILITY SKILLS--The student will be able to:

- 59.17 Define terms related to international business careers.

69.0 IDENTIFY CHANNEL OF PROMOTING AND DISTRIBUTING GOODS--The student will be able to:

- 69.01 Define procedures and prepare documentation associated with transportation of goods.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8200320
Course Title: Practical Keyboarding Skills
Course Credit: .5

COURSE DESCRIPTION:

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will beable to:

02.01 Verify mathematical calculations using the calculator/computer when appropriate.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate correct touch keyboarding techniques including the ten-key pad.
03.03 Key and apply formatting principles.
03.04 Demonstrate keyboarding speed and accuracy.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.13 Demonstrate proofreading skills using proofreader's marks.

PLEASE NOTE: This course along with Practical Computer Skills is equivalent to Keyboarding and Document Processing. It is recommended that Practical Keyboarding Skills be taught first semester and Practical Computer Skills be taught second semester.

Program: 8216100 Academy of International Business

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Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8200320 (Addendum)
Course Title: Practical Keyboarding Skills (Addendum)
Course Credit: .5

COURSE DESCRIPTION:

Note: When practical keyboarding skills is used for a substitution, the following intended outcomes and student performance standards should be added.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

- 02.04 Complete, analyze, and correctly process business-related forms (invoices, sales slips, purchase orders, statements, etc.).

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

- 03.14 Prepare business documents used in international trade (i.e., shipping, billing, method of payment).

Program: 8216100 Academy of International Business

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8200330
Course Title: Practical Computer Skills
Course Credit: .5

COURSE DESCRIPTION:

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.01 Verify mathematical calculations using the calculator/computer when appropriate.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter and a letter of resignation.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.05 Identify functions of operating systems.
63.07 Identify ethical issues related to technology.
63.08 Demonstrate an awareness of emerging technologies.

PLEASE NOTE: This course along with Practical Keyboarding Skills is equivalent to Keyboarding and Document Processing. It is recommended that Practical Keyboarding Skills be taught first semester and Practical Computer Skills be taught second semester.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8200330 (Addendum)
Course Title: Practical Computer Skills (Addendum)
Course Credit: 5

COURSE DESCRIPTION:

NOTE: These intended outcomes and student performance standards are suggested for a course enhancement.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.03 Compute and discuss a variety of business-related financialcalculations (payroll, interest rates, profit margins, taxes,etc.)
02.04 Complete, analyze, and correctly process business-related forms(invoices, sales slips, purchase orders, statements, etc.)

52.0 EXHIBIT POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS--The student will be able to:

52.15 Apply communication strategies (verbal and non-verbal) necessary and appropriate for effective and profitable international business relations.
52.16 Develop the ability to work in teams.
52.17 Participate in leadership activities in FBLA.
52.18 Participate in community service activities.

59.0 DEMONSTRATE EMPLOYABILITY SKILLS--The student will be able to:

59.17 Define terms related to international business careers.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8203010
Course Title: Accounting 1
Course Credit: 1

COURSE DESCRIPTION:

This course emphasizes double entry accounting; methods and principles of recording business transactions; the preparation of various documents used in recording income, expenses, acquisition of assets, incurrence of liabilities, and changes in equity and the preparation and basic interpretation of financial statements. The use of computers is highly recommended.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

- 02.03 Compute and discuss a variety of business-related financial calculations (payroll, interest rates, profit margins, taxes, etc.).
- 02.04 Complete, analyze, and correctly process business-related forms (invoices, sales slips, purchase orders, statements, etc.).
- 02.05 Compute, compare, and discuss pricing practices, discounts, mark-ups, mark-downs, cash vs. credit, etc.
- 02.10 Investigate and discuss the impact of probability and statistics in all aspects of business activities.

13.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

- 13.01 Identify accounting terms and concepts and employ accounting procedures to start and operate a business organized as a proprietorship.
- 13.02 Calculate employee earnings and deductions; complete payroll records; prepare payroll checks; and analyze, journalize and post payroll transactions, preparing payroll tax reports.
- 13.03 Identify accounting terms and concepts and employ accounting procedures to operate a business organized as a partnership.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8216110
Course Title: International Business Systems
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to prepare students to live and work in a global economy. Students develop an understanding of business principles, management styles, economics, and customs which affect business systems in the international environment.

21.0 DEMONSTRATE KNOWLEDGE OF BUSINESS MANAGEMENT SKILLS--The student will be able to:

21.02 Identify the major functions of management.
21.05 Examine quality control circle, total quality management and other management styles and how they relate to an organization's international business operations.
21.06 Identify the factors that influence how managerial styles areapplied in different countries.
21.07 Accomplish tasks within given deadlines.
21.09 Identify international business environment factors that influence business operations.
21.10 Recognize differences in work environments(i.e, safety regulations, ergonomics, gender equity, family leave, work week, fringe benefits).

52.0 EXHIBIT POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS--The student will be able to:

52.04 Compare ethnocentric, polycentric, regiocentric, and geocentricapproaches to managing human resources.
52.05 Explain how staffing needs are determined, potential employees are recruited, and qualified applicants are selected for employment.
52.06 Identify the factors that influence how managerial styles are applied in different countries.
52.07 Recognize that employee motivation is culturally based.
52.08 Differentiate host-country nationals, home-country nationals, and third-country nationals.

59.0 DEMONSTRATE EMPLOYABILITY SKILLS--The student will be able to:

59.07 Explore domestic and international business career opportunities.
59.08 Describe the steps in the career planning process.
59.09 Research sources of career planning information.
59.10 Identify international business career opportunities based on personal factors and job availability.
59.11 Evaluate the advantages/disadvantages of entrepreneurship opportunities.
59.12 Identify local business involved in international trade.
59.13 Create a plan to obtain the skills/qualifications to enter a elected international business career.

59.14 Create a letter of application and resume.
59.15 Exhibit successful interview techniques.
59.16 Maintain and update a career portfolio.
59.17 Define the requirements of business careers.

66.0 DEMONSTRATE AN UNDERSTANDING OF THE PRINCIPLES OF BUSINESS IN A GLOBAL ECONOMY--The student will be able to:

66.01 Define terms related to business.
66.02 Define international business.
66.03 Discuss the reasons why international business is important.
66.04 Explain the components of the international business environment.
66.05 Describe the impact of international business activities on the local, regional, national, and international economies.
66.06 Interpret the impact of emerging economic and political changes in international operations.
66.07 Describe the resources(e.g., ports, trade routes, transportation centers, foreign trade zones, and natural, financial, and human resources) of major cities around the world.
66.08 Determine the impact of geography on international business, to include areas such as climate, time zones, distance, topography, and social, economic and natural resources.
66.09 Determine social and cultural influences on the form of business ownership used or required in different countries.
66.10 Determine qualifications necessary for a successful business.

67.0 DEVELOP AN UNDERSTANDING OF CULTURAL DIVERSITY/CUSTOMS--The student will be able to:

67.01 Demonstrate knowledge of multi-cultural environments.
67.02 Identify distinctive social and cultural factors affecting business protocol.
67.03 Explain the impact of cultures on human resource management.
67.04 Identify personal documentation for international travel(i.e., passport, visa).
67.05 Describe the importance of verbal and non-verbal communications.
67.06 Compare social customs(i.e., holidays, attire, gifts).
67.07 Plan marketing strategies for diverse cultures.

68.0 IDENTIFY BUSINESS ETHICS--The student will be able to:

68.01 Recognize ethical international business issues.
68.02 Describe the factors in the international business environment behavior.

69.0 IDENTIFY CHANNELS OF PROMOTING AND DISTRIBUTING GOODS--The students will be able to:

69.01 Define terms related to international marketing.
69.02 Recognize risks in overseas markets.
69.03 Illustrate how social, cultural, technological, and geographic factors influence consumer buying behavior in different cultures.
69.04 Identify trends that influence global marketing opportunities.
69.05 Identify the differences in roles of agents, wholesalers, retailers, freight forwarders, export companies, trading companies, and customs brokers.

69.06 Define procedures and prepare documentation associated with transportation of goods.

70.0 IDENTIFY GOVERNMENTAL AND POLITICAL INFLUENCES--The student will be able to:

70.01 Define terms related to international economics.
70.02 Identify the impact of geography and resources on trade.
70.03 Describe the impact of supply and demand.
70.04 Identify advantages and disadvantages of free trade.
70.05 Describe the role that US Customs and the customs agencies of other countries play in international trade activities.
70.06 Analyze the impact of political environments on international business.

71.0 PERFORM FINANCIAL OPERATIONS--The student will be able to:

71.01 Identify factors that influence consumer behavior in different countries.
71.02 Calculate currency exchange rates.
71.03 Explain how currency exchange rates affect international trade.

Program: 8216100 Academy of International Business

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8216120
Course Title: International Finance and Law
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to introduce students to the laws and regulations governing international trade including knowledge of import-export activities, banking, treaties, and currency exchange rates.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.02 Use estimation and approximation strategies to compare, contrast, and analyze a variety of business-related financial calculations.
02.06 Analyze and discuss graphs and tables as used in the business world.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.
02.09 Apply concepts of forecasting with financial information using appropriate technology (graphing calculators, business calculators and/or computer software) for written and oral presentations.
02.10 Investigate and discuss the impact of probability and statistics in all aspects of business activities.

21.0 DEMONSTRATE KNOWLEDGE OF BUSINESS MANAGEMENT SKILLS--The student will be able to:

21.06 Identify the factors that influence how managerial styles are applied in different countries.
21.07 Accomplish tasks within given deadlines.
21.08 Identify the major issues related to the work environment (i.e,safety regulations, ergonomics, gender equity, family leave, workweek, fringe benefits).
21.09 Identify international business environmental factors that influence business operations.

52.0 EXHIBIT POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS--The student will be able to:

52.09 Apply communication strategies (verbal and non-verbal) necessary and appropriate for effective and profitable internationalbusiness relations.
52.10 Develop the ability to work in teams.
52.11 Participate in leadership activities in FBLA.
52.12 Participate in community service activities.

59.0 DEMONSTRATE EMPLOYABILITY SKILLS--The student will be able to:

59.06 Define the requirements of business careers.
59.07 Explore domestic and international business career opportunities.

59.08 Describe the steps in the career planning process.
59.09 Research sources of career planning information.
59.10 Identify international business career opportunities based on personal factors and job availability.
59.11 Evaluate the advantages/disadvantages of entrepreneurship opportunities.
59.12 Identify local business involved in international trade.
59.13 Create a plan to obtain the skills/qualifications to enter a selected international business career.
59.14 Create a letter of application and resume.
59.15 Exhibit successful interview techniques.
59.16 Maintain and update a career portfolio.

68.0 IDENTIFY BUSINESS ETHICS--The student will be able to:

68.01 Recognize ethical international business issues.
68.02 Describe the factors in the international business environment affecting ethical business behavior.
68.03 Define terms, such as ethics, social responsibility and bribe.
68.04 Analyze the effect of an international business organization's action on a host country, the company's home country, owners, employees, consumers and society.

69.0 IDENTIFY CHANNELS OF PROMOTING AND DISTRIBUTING GOODS--The student will be to:

69.04 Identify trends that influence global marketing opportunities.
69.05 Identify the differences in roles of agents, wholesalers, retailers, freight forwarders, export companies, trading companies and customs brokers.
69.06 Define procedures and prepare documentation associated with transportation of goods.
69.07 Explain how foreign exchange, economic conditions, and the international business environment affect prices charged in foreign markets.
69.08 Define procedures and documentation associated with transportation of goods.
69.09 Describe business documents used in international trade(i.e., shipping, billing, method of payment).

71.0 PERFORM FINANCIAL OPERATIONS--The student will be able to:

71.03 Explain how currency exchange rates affect international trade.
71.04 Define terms related to international finance and law.
71.05 Describe methods and procedures used to control risks.
71.06 Identify international services and practices of financial institutions.
71.07 Identify the components of the US balance of payments account.
71.08 Recognize pricing factors.
71.09 Explain how currency exchange rates affect international trade.
71.10 Describe how economic conditions, balance of payment situations, and political stability affect currency values.

72.0 DEMONSTRATE KNOWLEDGE OF TRADE LAW--The student will be able to:

72.01 Describe the differences among various legal systems such as code, statutory, and common law.
72.02 Define terms related to trade law.

72.03 Describe how trade barriers, tariffs, quotas, and taxation policies affect choices of location for companies operating internationally.
72.04 Recognize government's role in international law (i.e., protect against illegal imports, protect individual rights, ecology).
72.05 Recognize legal differences that exist between/among countries in areas such as consumer protection, product guidelines, labor laws, contract formulation, liability, and taxation.
72.06 Identify unfair trade practices.

73.0 IDENTIFY IMPORT/EXPORT ACTIVITIES--The student will be able to:

73.01 Define terms related to import/export.
73.02 Describe barriers to international trade.
73.03 Identify practices that influence international trade (i.e., quotas, tariffs, embargoes).
73.04 Explain reasons governments attempt to regulate trade.
73.05 Identify different standards and measures (i.e., weight, volume, distance).

74.0 IDENTIFY GLOBAL ORGANIZATIONAL STRUCTURES--The student will be able to:

74.01 Identify international banking organizations.
74.02 Describe the international monetary system, including the International Monetary Fund, World Bank, and Eurocurrency.
74.03 Define terms related to global organizations and trade alliances.
74.04 Explain purpose of trade alliances.
74.05 Identify major trade alliances.(e.g., NAFTA, GATT).

Program: 8216100 Academy of International Business

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8216130
Course Title: Business Internship
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide students with the opportunity to stimulate their career interest in business. Students will also enhance and apply the instructional competencies learned in the classroom with the internship experience. Students will be able to develop human relations skills, communications and employability skills needed to secure a position in the business environment.

59.0 DEMONSTRATE EMPLOYABILITY SKILLS--The student will be able to:

59.15 Demonstrate successful interview techniques.
59.18 Apply for positions with a letter of application and resume.
59.19 Update a career portfolio.

75.0 DEMONSTRATE BUSINESS MANAGEMENT SKILLS--The student will be able to:

75.01 Apply the major functions of management in all areas of theinternship workplace.

76.0 DEMONSTRATE POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS IN THE WORKPLACE--The student will be able to:

76.01 Apply ethnocentric, polycentric, regiocentric, and geocentricapproaches to managing human resources.
76.02 Demonstrate communication strategies(verbal and non-verbal) necessary and appropriate for effective and profitable international business relations.
76.03 Demonstrate skills as a team member.
76.04 Participate in leadership activities in FBLA.
76.05 Participate in community service activities.

77.0 DEMONSTRATE BUSINESS ETHICS--The student will be able to:

77.01 Demonstrate ethical international business behavior.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title: Accounting
Occupational Area: Business

	Secondary	PSAV
Program Numbers	**8203200**	**B070103**
CIP Number	0507.010300	0507.010300
Grade Level	9-12, 30, 31	30, 31
Length	4 credits	600 hours
Certification	BUS ED @4 1 @2	BUS ED @4 1 @2
	TEACH CBE @7	TEACH CBE @7
	VOE @7	VOE @7
	ACCTING ¢7	ACCTING @7 G
	BOOKKEEPIN @4 ¢7	BOOKKEEPIN @4 @7 G

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as bookkeepers (210.382-014) and posting clerks or to provide supplemental training for persons previously or currently employed in these occupational areas.

The content prepares individuals to compute, classify, and record numerical data to keep financial records and ledgers and to prepare monthly statements.

Computer assisted instruction may be a part of the instructional methods used in this program.

This program focuses on broad, transferable skills and stresses understanding and demonstration of the following elements of the Accounting industry: planning, management, finance, technical and production skills, underlying principles of technology, labor issues, community issues and health, safety, and environmental issues.

Listed below are the courses that comprise this program when offered at the secondary level. Schools may offer either Core Option 1 or Core Option 2 during 1997-98.

Core

Option 1
8209010 Keyboarding and Document Processing
AND
8206110 Business Computer Applications 1 OR
8207010 Emerging Technology in Business

Option 2
8209020 Business Systems and Technology 1
8209030 Business Systems and Technology 2

8203010	Accounting 1
8203020	Accounting 2

II. **LABORATORY ACTIVITIES:** Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, computers, and peripheral equipment.

III. **SPECIAL NOTE:** Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership learning experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training agreement, a training plan signed by the student, teacher and employer, including instructional objectives and a list of on-the-job and in-school learning experiences and a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must be paid for work performed.

In accordance with Rule 6A-10.040, FAC., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S. To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 600 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. **INTENDED OUTCOMES:** After successfully completing this program, the student will be able to:

02.0 Apply strategies of basic mathematical operations and concepts to the solution of business-related problems.
03.0 Perform keyboarding activities.
07.0 Perform communication activities.
09.0 Perform job application activities.
12.0 Perform decision making activities.
13.0 Perform accounting activities.
52.0 Exhibit positive human relations and leadership skills.
59.0 Develop employability skills.
63.0 Perform technology applications.
64.0 Identify global, legal and financial business concepts.
65.0 Perform electronic communication activities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Accounting
Secondary Number: 8203200
Postsecondary Number: B070103

For 1996-97, INTENDED OUTCOMES listed in Business Systems and Technology 1 and Business and Technology 2 may be incorporated into this program.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.01 Verify mathematical calculations using the calculator/computer when appropriate.
02.02 Use estimation and approximation strategies to compare, contrast, and analyze a variety of business-related financial calculations.
02.03 Compute and discuss a variety of business-related financial calculations (payroll, interest rates, profit margins, taxes, etc.
02.04 Complete, analyze, and correctly process business-related forms (invoices, sales slips, purchase orders, statements, etc.)
02.05 Compute, compare, and discuss pricing practices, discounts, mark-ups, mark-downs, cash vs. credit, etc.
02.06 Analyze and discuss graphs and tables as used in the business world.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate correct touch keyboarding techniques including the ten-key pad.
03.03 Key and apply formatting principles.
03.04 Demonstrate keyboarding speed and accuracy.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.
03.13 Demonstrate proofreading skills using proofreaders' marks.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.

07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.
07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.
07.08 Compose and key a letter of application and resume.
07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or indents inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter and a letter of resignation.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.10 Evaluate and select appropriate software package to complete assigned task.
12.12 Evaluate and select appropriate electronic resources.
12.13 Compare and select appropriate multi-media tools.
12.14 Evaluate information and choose relevant material.

13.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

13.01 Identify accounting terms and concepts and employ accounting procedures to start and operate a business organized as a proprietorship.
13.02 Calculate employee earnings and deductions; complete payroll records; prepare payroll checks; and analyze, journalize and post payroll transactions, preparing payroll tax reports.
13.03 Identify accounting terms and concepts and employ accounting procedures to operate a business organized as a partnership.
13.04 Calculate, estimate, journalize, and post entries related to uncollectible accounts.
13.05 Calculate, record information into a company asset record, and journalize entries related to company assets and depreciation.
13.06 Using fifo, lifo, and weighted-average inventory costing methods, determine the cost of merchandise inventory.
13.07 Calculate interest and maturity dates for notes, then analyze and record transactions.
13.08 Record adjusting, closing, and reversing entries for accrued revenue and expenses.
13.09 Record payment of a dividend for a corporation, computing end-of-fiscal-period adjustments; and complete a work sheet, preparing statements and end-of-fiscal-period entries for a corporation.

52.0 EXHIBIT POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS--The student will be able to:

52.01 Work cooperatively with others.
52.02 Identify and resolve business ethics.
52.03 Identify appropriate protocol for the work environment; such as, cultural diversity, respect, chain of command, interpersonal skills, proper attire, and professionalism.

59.0 DEVELOP EMPLOYABILITY SKILLS--The student will be able to:

59.01 Conduct a job search.
59.02 Secure information about a career.
59.03 Identify documents which may be required when applying for a job.
59.05 Identify appropriate job interview behaviors.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.05 Identify functions of operating systems.
63.06 Demonstrate the use of operation systems.
63.07 Identify ethical issues related to technology.
63.08 Demonstrate an awareness of emerging technology.

64.0 IDENTIFY GLOBAL, LEGAL AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

64.01 List, describe and compare the characteristics of selected global economic systems.
64.02 Describe the importance of entrepreneurship in selected global economic systems.
64.03 List, describe and compare the characteristics of diverse cultures which impact business activities.
64.04 Identify basic legal issues which affect the work place.
64.05 Identify basic financial services and prepare selected financial forms.

65.0 PERFORM ELECTRONIC COMMUNICATION ACTIVITIES--The student will be able to:

65.01 Identify research methods used to gather information.
65.02 Use electronic reference manuals.
65.03 Demonstrate proficiency in taking notes while gathering information.
65.04 Demonstrate interviewing techniques for gathering information.
65.05 Identify electronic research sources.
65.06 Demonstrate an understanding of electronic correspondence/conferencing.

65.07 Demonstrate appropriate electronic correspondence/conferencing etiquette.

65.08 Demonstrate effective skills.

Program: 8203200 Accounting

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8209010
Course Title: Keyboarding and Document Processing
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business technology education programs and includes the following areas: keyboarding, math, communication, and technology applications.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

- 02.01 Verify mathematical calculations using the calculator/computer when appropriate.
- 02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
- 02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

- 03.01 Demonstrate correct touch keyboarding techniques including the ten-key pad.
- 03.03 Key and apply formatting principles.
- 03.04 Demonstrate keyboarding speed and accuracy.
- 03.05 Key business letters and envelopes.
- 03.06 Key interoffice memoranda.
- 03.07 Key tabulated information.
- 03.13 Demonstrate proofreading skills using proofreaders' marks.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 07.01 Locate, interpret and apply oral/written communications.
- 07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
- 07.03 Follow oral and written instructions.
- 07.04 Compose a brief autobiographical sketch to include career plans.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

- 09.01 Complete employment forms.
- 09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
- 09.03 Compose and key a letter of application and a resume.
- 09.08 Demonstrate job interview techniques.

09.09 Compose and key a letter requesting a reference, follow-up letter and a letter of resignation.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.05 Identify functions of operating systems.
63.07 Identify ethical issues related to technology.
63.08 Demonstrate an awareness of emerging technology.

Program: 8203200 Accounting

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8203010
Course Title: Accounting 1
Course Credit: 1

COURSE DESCRIPTION:

This course emphasizes double entry accounting; methods and principles of recording business transactions; the preparation of various documents used in recording income, expenses, acquisition of assets, incurrence of liabilities, and changes in equity and the preparation and basic interpretation of financial statements. The use of computers is highly recommended.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.03 Compute and discuss a variety of business-related financial calculations (payroll, interest rates, profit margins, taxes, etc.).
02.04 Complete, analyze, and correctly process business-related forms (invoices, sales slips, purchase orders, statements, etc.).
02.05 Compute, compare, and discuss pricing practices, discounts, mark-ups, mark-downs, cash vs. credit, etc.
02.10 Investigate and discuss the impact of probability and statistics in all aspects of business activities.

13.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

13.01 Identify accounting terms and concepts and employ accounting procedures to start and operate a business organized as a proprietorship.
13.02 Calculate employee earnings and deductions; complete payroll records; prepare payroll checks; and analyze, journalize and post payroll transactions, preparing payroll tax reports.
13.03 Identify accounting terms and concepts and employ accounting procedures to operate a business organized as a partnership.

Program: 8203200 Accounting

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8206110
Course Title: Business Computer Applications 1
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide an introduction to computers and to develop entry-level skills for computer-related occupations using database, spreadsheet, and text editing.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.02 Use estimation and approximation strategies to compare, contrast, and analyze a variety of business-related financial calculations.
02.03 Compute and discuss a variety of business-related financial calculations (payroll, interest rates, profit margins, taxes, etc.).
02.06 Analyze and discuss graphs and tables as used in the business world.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.04 Demonstrate keyboarding speed and accuracy.
03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.
07.08 Compose and key a letter of application and resume.
07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).

52.0 EXHIBIT POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS--The student will be able to:

52.01 Work cooperatively with others.
52.02 Identify and resolve business ethics.
52.03 Identify appropriate protocol for the work environment; such as, cultural diversity, respect, chain of command, interpersonal skills, proper attire, and professionalism.

59.0 DEVELOP EMPLOYABILITY SKILLS--The student will be able to:

59.01 Conduct a job search.
59.02 Secure information about a career.
59.03 Identify documents which may be required when applying for a job.
59.05 Identify appropriate job interview behaviors.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.06 Demonstrate the use of operation systems.
63.08 Demonstrate an awareness of emerging technologies.

64.0 IDENTIFY GLOBAL, LEGAL AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

64.01 List, describe and compare the characteristics of selected global economic systems.
64.02 Describe the importance of entrepreneurship in selected global economic systems.
64.03 List, describe and compare the characteristics of diverse cultures which impact business activities.
64.04 Identify basic legal issues which affect the work place.
64.05 Identify basic financial services and prepare selected financial forms.

Program: 8203200 Accounting

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8207010
Course Title: Emerging Technology in Business
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to teach emerging technology and the effects of its application on society. The content will include, but not be limited to: Electronic research methods; business communications including speaking, listening, writing, and telecommunicating; multimedia presentation skills; ethical considerations related to technology; and emerging technologies affecting business. Instruction is designed to provide an understanding of the advances being made in technology today and in the future.

This course may substitute for Business Computer Applications 1 as a core course or is recommended as an enhancement to all business technology programs.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.10 Evaluate and select appropriate software package to complete assigned task.
12.12 Evaluate and select appropriate electronic resources.
12.13 Compare and select appropriate multi-media tools.
12.14 Evaluate information and choose relevant material.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.08 Demonstrate an awareness of emerging technologies.
63.09 Identify and define multimedia terminology.
63.10 Identify techniques for designing effective multimedia presentations.
63.11 Create and deliver a multimedia presentation.
63.12 Conduct business-related research using electronic resources.
63.13 Distribute business information electronically.
63.14 Distribute techniques for conducting a business meeting via satellite or on-line conferencing.
63.15 Participate in an electronic discussion on a business topic.

64.0 IDENTIFY GLOBAL, LEGAL, AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

64.06 Demonstrate an understanding of current copyright laws.
64.07 Demonstrate an understanding of ethics concerning electronic media and technology.
64.08 Demonstrate an understanding of computer security issues.

65.0 PERFORM ELECTRONIC COMMUNICATION ACTIVITIES--The student will be able to:

65.01 Identify research methods used to gather information.
65.02 Use electronic reference manuals.
65.03 Demonstrate proficiency in taking notes while gathering information.
65.04 Demonstrate interviewing techniques for gathering information.
65.05 Identify electronic research sources.
65.06 Demonstrate an understanding of electronic correspondence/conferencing.
65.07 Demonstrate appropriate electronic correspondence/ conferencing etiquette.
65.08 Demonstrate effective listening skills.

Program: 8203200 Accounting

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8203020
Course Title: Accounting 2
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to continue the study of accounting principles. Topics include depreciation, inventory, accruals, deferrals, notes, payroll, and tax-related forms. The use of computers is highly recommended.

13.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

13.04 Calculate, estimate, journalize, and post entries related to uncollectible accounts.
13.05 Calculate, record information into a company asset record, and journalize entries related to company assets and depreciation.
13.06 Using fifo, lifo, and weighted-average inventory costing methods, determine the cost of merchandise inventory.
13.07 Calculate interest and maturity dates for notes, then analyze and record transactions.
13.08 Record adjusting, closing, and reversing entries for accrued revenue and expenses.
13.09 Record payment of a dividend for a corporation, computing end-of-fiscal-period adjustments; and complete a work sheet, preparing statements and end-of-fiscal-period entries for a corporation.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Accounting Applications
Occupational Area:	Business
	PSVC
CIP Number	0507.019903
Grade Level	College Credits
Length	Certificate
Certification	

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as accounting clerks, data processing (216.382-010), junior accountants, and assistant accountants or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals in the principles, procedures, and theories of organizing and maintaining business and financial records and the preparation of accompanying financial reports.

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and it includes the use of keyboarding/typewriting systems, calculators, computers, and peripheral equipment.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is a certificate.

IV. **INTENDED OUTCOMES**: After successfully completing this program, the student will be able to:

01.0 Perform math computations.
02.0 Perform keyboarding/typewriting activities.
03.0 Perform accounting activities.
04.0 Perform communication activities.
05.0 Develop human relations skills.
06.0 Demonstrate appropriate grooming habits.
07.0 Perform job application activities.
08.0 Develop leadership skills.
09.0 Perform consumer economic activities.
10.0 Perform decision making activities.
11.0 Perform information processing activities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Accounting Applications
Secondary Number:
Postsecondary Number: 0507.019903

01.0 PERFORM MATH COMPUTATIONS--The student will be able to:

01.01 Solve addition, subtraction, multiplication, and division problems manually.
01.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
01.03 Solve problems involving decimals and fractions.
01.04 Solve problems involving percentages and discounts using a calculator.
01.05 Solve problems involving comparison shopping using a calculator.
01.06 Interpret graphs and tables.
01.07 Solve finance charge and annual percentage rate problems using a calculator.
01.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
01.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
01.10 Solve problems involving length, width, or height.
01.11 Solve problems involving capacity.
01.12 Prepare checks and stubs.
01.13 Endorse checks using special endorsements.
01.14 Prepare deposit slip and adjust checkbook.

02.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

02.01 Demonstrate keyboarding/typewriting techniques.
02.02 Identify operative parts of keyboarding equipment.
02.03 Identify formatting principles.
02.04 Demonstrate speed and accuracy in typing straight-copy material.

03.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

03.01 Define accounting terms.
03.02 Classify accounts.
03.03 Analyze and journalize transactions for proprietorships, partnerships, and corporations.
03.04 Post transactions.
03.05 Prepare trial balance.
03.06 Prepare a worksheet.
03.07 Analyze and/or calculate and journalize correcting, adjusting, closing, and reversing entries.
03.08 Prepare financial statements: Income Statement, Owner's Equity, Balance Sheet, and Changes in Financial Position.
03.09 Prepare a payroll and earnings records for employees.

03.10 Record and verify cash receipts and cash reimbursements.
03.11 Compute dividend distributions.
03.12 Compute financial ratios.
03.13 Classify cost behavior patterns as fixed or variable.
03.14 Prepare a Cost of Goods Manufactured Statement.
03.15 Determine methods of inventory evaluation.
03.16 Identify income tax terms and forms.
03.17 Calculate depreciation under Internal Revenue Service (IRS) codes and Financial Accounting Standards Board (FASB) regulations.
03.18 Define and apply generally accepted accounting principles.
03.19 Calculate amortization of bond premiums and discounts.
03.20 Prepare a bank reconciliation.
03.21 Maintain petty cash records.
03.22 Interpret financial statements.

04.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

04.01 Follow oral and written instructions.
04.02 Compose business correspondence and related documents.
04.03 Prepare, outline, and deliver a short oral presentation.
04.04 Participate in a group discussion as a member and as a leader.
04.05 Obtain appropriate information from graphics, maps, or signs.
04.06 Locate and record information retrieved from written resources including current business periodicals.
04.07 Annotate letters, reports, and/or news articles.
04.08 Edit documents using proofreading symbols.
04.09 Research and compose a document containing statistical information.
04.10 Spell and define words, including business terminology.
04.11 Prepare visual material to support an oral presentation.

05.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

05.01 Demonstrate appropriate work habits.
05.02 Identify traits that promote good human relations and increase job performance.
05.03 Analyze and develop written solutions to behavior problems affecting job performance.

06.0 DEMONSTRATE APPROPRIATE GROOMING HABITS--The student will be able to:

06.01 Identify appropriate attire and grooming for a business office.

07.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

07.01 Identify sources of employment opportunities.
07.02 Complete employment forms.
07.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
07.04 Compose and type a follow-up letter.
07.05 Compose and type a letter of application and a resume.
07.06 Compose and type a letter of resignation.
07.07 Demonstrate job interview skills.

07.08 Identify methods for securing an employment reference.

08.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

08.01 Prepare an agenda.
08.02 Demonstrate the ability to conduct an orderly meeting.
08.03 Greet and introduce individuals.

09.0 PERFORM CONSUMER ECONOMIC ACTIVITIES--The student will be able to:

09.01 Identify basic concepts of the American economic system.
09.02 Identify basic types and sources of consumer credit.

10.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

10.01 List the steps in problem solving.
10.02 Demonstrate the ability to determine the proper priority of work.
10.03 Choose appropriate action in situations requiring application of business ethics.
10.04 Choose appropriate action in situations requiring following a chain of command.
10.05 Choose appropriate action in situations requiring effective time management.
10.06 Identify ways to assign work to others.

11.0 PERFORM INFORMATION PROCESSING ACTIVITIES--The student will be able to:

11.01 Locate requested information on a computer printout.
11.02 Identify accounting applications of computers in modern business.
11.03 Enter accounting data into computer systems.
11.04 Analyze computer output.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Accounting Operations
Occupational Area:	Business
	PSAV
Program Numbers	**B070100**
CIP Number	0507.010101
Grade Level	30, 31
Length	750 hours
Certification	BUS ED @4 1 @2
	TEACH CBE @7
	VOE @7
	BOOKKEEPIN @4 @7 G
	ACCTING @7 G

I. **MAJOR CONCEPTS/CONTENT:** The purpose of this program is to prepare students for employment as bookkeeping/billing machine operators, timekeeping clerks or bookkeeping and accounting and auditing clerks (55338322) or to provide supplemental training for persons previously or currently employed in these occupations.

The program prepares individuals to compute, classify, and record numerical data to keep financial records and ledgers, prepare monthly statements, verify accuracy of data, operate bookkeeping machines, and pay and receive money.

II. **LABORATORY ACTIVITIES:** Laboratory activities are an integral part of this program and it includes the use of keyboarding/typewriting systems, calculators, computers, and peripheral equipment.

III. **SPECIAL NOTE:** Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training agreement, a training plan signed by the student, teacher and employer, including instructional objectives and a list of on-the-job and in-school learning experiences and a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must be paid for work performed.

In accordance with Rule 6A-10.040, FAC., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 750 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. **INTENDED OUTCOMES**: After successfully completing this program, the student will be able to:

01.0 Perform telecommunication activities.
02.0 Perform mathematical applications.
03.0 Perform keyboarding activities.
04.0 Perform records management activities.
05.0 Perform business records activities.
06.0 Perform mail handling activities.
07.0 Perform communication activities.
08.0 Develop human relations skills.
09.0 Perform job application activities.
10.0 Demonstrate a knowledge of information processing concepts.
11.0 Perform consumer economics activities.
13.0 Perform accounting activities.
17.0 Identify functions of computers.

July 1997

Florida Department Of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Accounting Operations
Secondary Number:
Postsecondary Number: B070100

For 1996-97, INTENDED OUTCOMES listed in Business Systems and Technology 1 and Business and Technology 2 may be incorporated into this program.

01.0 PERFORM TELECOMMUNICATION ACTIVITIES--The student will be able to:

01.01 Identify current telecommunications equipment/methods.
01.02 Demonstrate procedures for placing and receiving telephone calls.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.
02.03 Apply addition, subtraction, multiplication, and division skills to the solution of business-related problems using a calculator/computer.
02.04 Compute, analyze, and prepare payroll data to include the calculation of gross pay (hourly and commissions), FICA and federal income tax to determine net pay.
02.05 Use estimation and approximation skills to compare, contrast and analyze a variety of office-related costs.
02.06 Compute and analyze finance charges and annual percentage rate problems.
02.09 Solve compound interest problems, using numeric keypad and a compound interest table.
02.11 Complete, analyze, and correctly process an invoice.
02.12 Interpret line graphs, circle graphs, bar graphs, and tables.
02.13 Compute totals and sales tax on a sales slip.
02.15 Compute discounts.
02.16 Apply algebraic concepts to develop and interpret spreadsheets.
02.17 Select an appropriate format and construct tables or graphs using computer software.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.

03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.
03.13 Demonstrate proofreading skills using proofreaders' marks.

04.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

04.01 Define the different records management methods: alphabetic, geographic, subject, and numeric.
04.02 Index, code, sort, store, and retrieve documents.
04.03 Identify types of records management supplies, equipment, and procedures.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare purchase requisitions.
05.02 Prepare purchase orders.
05.03 Prepare invoices.
05.04 Maintain petty cash records.
05.05 Enter data into an accounts payable system.
05.06 Enter data into an accounts receivable system.
05.07 Enter data into a cash payments system.
05.08 Enter data into a cash receipts system.
05.09 Enter data into a payroll system.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

06.01 Identify alternative mail services.
06.02 Process mail.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.
07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.
07.08 Compose and key a letter of application and resume applying principles of standard English.
07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).
07.10 Prepare a written analysis of a chart or graph.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter, and a letter of resignation.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.
10.02 Identify terms commonly used in information processing.
10.03 Identify the major components of an electronic office system.
10.04 Classify fields found within an employee payroll record.
10.05 Classify fields required on a purchase requisition.
10.06 Classify characteristics of recording transactions as either on-line, point of sale, or manual.
10.07 Calculate batch totals for computer processing.
10.08 Balance a payroll register.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.
11.02 Identify advantages and disadvantages of consumer credit.
11.03 Identify types and sources of consumer credit.

13.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

13.01 Identify accounting terms and concepts and employ accounting procedures to start and operate a business organized as a proprietorship.
13.02 Calculate employee earnings and deductions; complete payroll records; prepare payroll checks; and analyze, journalize and post payroll transactions, preparing payroll tax reports.
13.03 Identify accounting terms and concepts and employ accounting procedures to operate a business organized as a partnership.
13.04 Calculate, estimate, journalize, and post entries related to uncollectible accounts.
13.05 Calculate, record information into a company asset record, and journalize entries related to company assets and depreciation.
13.06 Using fifo, lifo, and weighted-average inventory costing methods, determine the cost of merchandise inventory.
13.07 Calculate interest and maturity dates for notes, then analyze and record transactions.
13.08 Record adjusting, closing, and reversing entries for accrued revenue and expenses.
13.09 Record payment of a dividend for a corporation, computing end-of-fiscal-period adjustments; and complete a work sheet, preparing statements and end-of-fiscal-period entries for a corporation.

17.0 IDENTIFY FUNCTIONS OF COMPUTERS--The student will be able to:

17.01 Identify computer hardware and software.
17.02 Identify generic data processing terms.
17.03 Identify the relationship between a source document and a single transaction on a unit of record.
17.04 Identify major types of careers in data processing with the duties performed and educational requirements needed.
17.05 Sequence and define the steps of a processing cycle.
17.06 Identify symbols used in flowchart application.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Accounting Records
Occupational Area:	Business
	PSAV
Program Numbers	**B070198**
CIP Number	0507.019902
Grade Level	30, 31
Length	450 hours
Certification	BUS ED @4 1 @2
	TEACH CBE @7
	VOE @7
	BOOKKEEPIN @4 @7 G
	ACCTING @7 G

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as billing, cost and rate clerks (55344320) or to provide supplemental training for persons previously or currently employed in this occupation.

The accounting clerk program prepares individuals to compute, classify, and record numerical data to keep financial records and ledgers and prepare monthly statements.

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and it includes the use of keyboarding/typewriting systems, calculators, computers, and peripheral equipment.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Rule 6A-10.040, FAC., the minimum basic skills grade level required for this postsecondary adult vocational program is:

Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the student achieving student is 450 hours.

IV. **INTENDED OUTCOMES:** After successfully completing this program, the student will be able to:

01.0 Perform telephone activities.
02.0 Perform math computations.
03.0 Perform keyboarding/typewriting activities.
04.0 Perform filing activities.
05.0 Perform business records activities.
06.0 Perform communication activities.
07.0 Develop human relations skills.
08.0 Develop appropriate grooming habits.
09.0 Perform job application activities.
10.0 Perform decision making activities.
11.0 Perform bookkeeping/accounting activities.
12.0 Perform data processing activities.
13.0 Perform mail handling activities.
14.0 Develop leadership skills.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Accounting Records
Secondary Number:
Postsecondary Number: B070198

For 1996-97, INTENDED OUTCOMES listed in Business Systems and Technology 1 and Business and Technology 2 may be incorporated into this program.

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

- 01.01 Locate telephone numbers and addresses.
- 01.02 Identify proper techniques for placing and answering telephone calls.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

- 02.01 Solve math problems consisting of whole numbers.
- 02.02 Solve math problems consisting of decimal numbers.
- 02.03 Solve math problems consisting of mixed numbers.
- 02.04 Convert proper fractions to decimals.
- 02.05 Convert decimals to proper fractions.
- 02.06 Convert percents to proper fractions.
- 02.07 Convert improper fractions to mixed numbers.
- 02.08 Convert mixed numbers to improper fractions.
- 02.09 Round numbers to designated decimal places.
- 02.10 Round mixed numbers to whole numbers.
- 02.11 Solve addition, subtraction, multiplication, and division problems using a calculator.
- 02.12 Solve commission problems using a calculator.
- 02.13 Solve markup problems using a calculator.
- 02.14 Solve markdown problems using a calculator.
- 02.15 Solve compound interest problems using a calculator and a compound interest table.
- 02.16 Complete an invoice.
- 02.17 Compute totals and sales tax on a sales slip.
- 02.18 Solve finance charge and annual percentage rate problems.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

- 03.01 Demonstrate keyboarding/typewriting techniques.
- 03.02 Identify operative parts of keyboarding equipment and their operations.
- 03.03 Identify formatting principles.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

- 04.01 Index, code, sort, and file materials alphabetically and chronologically.
- 04.02 Code, sort, and file numerically.
- 04.03 Retrieve materials from the file; complete an out card and check-out record.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

- 05.01 Prepare checks and stubs.
- 05.02 Endorse checks using special endorsements.
- 05.03 Prepare a deposit slip and adjust checkbook.
- 05.04 Prepare bank reconciliation.

06.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 06.01 Follow oral and written instructions.
- 06.02 Write sentences with correct punctuation, capitalization,abbreviations and numbers.

07.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

- 07.01 Demonstrate appropriate work habits.
- 07.02 Identify traits that promote good human relations and increase job performance.

08.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

- 08.01 Identify appropriate attire and grooming for a business office.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

- 09.01 Identify sources of employment opportunities.
- 09.02 Complete employment forms.
- 09.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
- 09.04 Compose and type a letter of follow-up.
- 09.05 Compose and type a letter of application and a resume.
- 09.06 Demonstrate job interview skills.
- 09.07 Identify methods for securing an employment reference.

10.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

- 10.01 Select best way to handle confidential information.
- 10.02 Choose appropriate action in situation requiring application of business ethics.

11.0 PERFORM BOOKKEEPING/ACCOUNTING ACTIVITIES--The student will be able to:

- 11.01 Record transactions in the general journal (journalize).
- 11.02 Post entries from the general journal to the general ledger.
- 11.03 Prepare a worksheet.
- 11.04 Prepare an income statement.
- 11.05 Prepare an owner's equity statement.
- 11.06 Prepare a balance sheet.
- 11.07 Journalize and post adjusting entries.
- 11.08 Journalize and post closing entries.
- 11.09 Prepare a post-closing trial balance.
- 11.10 Record purchases transactions in the purchases journal.

11.11 Post purchases journal entries to the accounts payable ledger and general ledger.
11.12 Record a purchases returns and allowances transaction in the general journal.
11.13 Post a purchases returns and allowances transaction to the accounts payable ledger and general ledger.
11.14 Prepare a schedule of accounts payable.
11.15 Record a sales transaction in the sales journal.
11.16 Post sales journal entries to the accounts receivable ledger and general ledger.
11.17 Prepare a credit memorandum.
11.18 Record a sales returns and allowances transaction in the general journal.
11.19 Post a sales returns and allowances transaction to the accounts receivable ledger and general ledger.
11.20 Prepare a schedule of accounts receivable.
11.21 Record cash receipts transactions in the cash receipts journal.
11.22 Post cash receipts journal entries to the accounts receivable ledger and general ledger.
11.23 Record cash payments transactions in the cash payments journal.
11.24 Record the transaction necessary to establish a petty cash fund in the cash payments journal.
11.25 Record the transactions necessary to replenish petty cash in the cash payments journal.
11.26 Post the cash payments journal entries to the accounts payable ledger and general ledger.
11.27 Prepare a W-4 form (Employee's Withholding Allowance Certificate).
11.28 Process a time card.
11.29 Prepare a payroll register.
11.30 Prepare an employee earnings record.
11.31 Prepare a payroll voucher check.
11.32 Prepare a W-2 form (Wage and Tax Statement).

12.0 PERFORM DATA PROCESSING ACTIVITIES--The student will be able to:

12.01 Set up work station following correct procedures for logging on and off system.
12.02 Prepare key entry format for data entry device.
12.03 Enter and verify data from source documents.
12.04 Add, modify, delete, and correct records in a file.
12.05 Locate information in a data file.
12.06 Identify correct solutions to error messages using reference manual.

13.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

13.01 Classify mail.
13.02 Locate ZIP codes.
13.03 Identify special mail services.
13.04 Process incoming and outgoing mail.
13.05 Identify alternative courier and electronic mail services.

14.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

14.01 Prepare an agenda.
14.02 Demonstrate the ability to conduct an orderly meeting.
14.03 Greet and introduce individuals.
14.04 Identify basic principles of parliamentary procedure.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title: Accounting Technology
Occupational Area: Business

PSV

CIP Number 0507.010100
Grade Level College Credits
Length AS Degree
Certification

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as accountants and auditors (21114024) and accounting paraprofessionals in advanced professional accounting occupations that require analysis, evaluation, theory, and/or design or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals in the principles, procedures, and theories of organizing, maintaining and auditing business and financial transactions and the preparation of accompanying financial records and reports for internal and external uses.

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, computers, and peripheral equipment.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training agreement, a training plan signed by the student, teacher and employer, including instructional objectives and a list of on-the-job and in-school learning experiences and a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must be paid for work performed.

The typical length of this program for the average achieving student is an associate degree.

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IV. **INTENDED OUTCOMES**: After successfully completing this program, the student will be able to:

01.0 Perform math computations.
02.0 Perform keyboarding/typewriting activities.
03.0 Perform accounting activities.
04.0 Perform communication activities.
05.0 Develop human relations skills.
06.0 Demonstrate appropriate grooming habits.
07.0 Perform job application activities.
08.0 Develop leadership skills.
09.0 Perform consumer economic activities.
10.0 Perform decision making activities.
11.0 Perform information processing activities.
12.0 Demonstrate managerial skills and techniques in accounting.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Accounting Technology
Secondary Number:
Postsecondary Number: 0507.010100

01.0 PERFORM MATH COMPUTATIONS--The student will be able to:

01.01 Solve addition, subtraction, multiplication, and division problems manually.
01.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
01.03 Solve problems involving decimals and fractions.
01.04 Solve problems involving percentages and discounts using a calculator.
01.05 Solve problems involving comparison shopping using a calculator.
01.06 Interpret graphs and tables.
01.07 Solve finance charge and annual percentage rate problems using a calculator.
01.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
01.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
01.10 Solve problems involving perimeter or area of a rectangular region.
01.11 Solve problems involving length, width, or height.
01.12 Solve problems involving capacity.
01.13 Perform basic algebraic computations.
01.14 Prepare checks and stubs.
01.15 Endorse checks using special endorsements.
01.16 Prepare deposit slip and adjust checkbook.

02.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

02.01 Demonstrate keyboarding/typewriting techniques.
02.02 Identify operative parts of keyboarding equipment.
02.03 Identify formatting principles.
02.04 Demonstrate speed and accuracy in typing straight-copy material.

03.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

03.01 Define accounting terms.
03.02 Classify accounts.
03.03 Analyze and journalize transactions for proprietorships, partnerships, and corporations.
03.04 Post transactions.
03.05 Prepare trial balance.
03.06 Prepare a worksheet.
03.07 Analyze and/or calculate and journalize correcting, adjusting, closing, and reversing entries.

03.08 Prepare financial statements: Income Statement, Owner's Equity, Balance Sheet, and Changes in Financial Position.
03.09 Prepare a payroll and earnings records for employees.
03.10 Record and verify cash receipts and cash reimbursements.
03.11 Compute dividend distributions.
03.12 Compute financial ratios.
03.13 Classify cost behavior patterns as fixed or variable.
03.14 Prepare a Cost of Goods Manufactured Statement.
03.15 Determine methods of inventory evaluation.
03.16 Identify income tax terms and forms.
03.17 Calculate depreciation under Internal Revenue Service (IRS) codes and Financial Accounting Standards Board (FASB) regulations.
03.18 Define and apply generally accepted accounting principles.
03.19 Calculate amortization of bond premiums and discounts.
03.20 Prepare a bank reconciliation.
03.21 Maintain petty cash records.
03.22 Interpret financial statements.

04.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

04.01 Follow oral and written instructions.
04.02 Compose business correspondence and related documents.
04.03 Prepare, outline, and deliver a short oral presentation.
04.04 Participate in a group discussion as a member and as a leader.
04.05 Obtain appropriate information from graphics, maps, or signs.
04.06 Locate and record information retrieved from written resources including current business periodicals.
04.07 Annotate letters, reports, and/or news articles.
04.08 Edit documents using proofreading symbols.
04.09 Research and compose a document containing statistical information.
04.10 Spell and define words, including business terminology.
04.11 Prepare visual material to support an oral presentation.

05.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

05.01 Demonstrate appropriate work habits.
05.02 Identify traits that promote good human relations and increase job performance.
05.03 Analyze and develop written solutions to behavior problems affecting job performance.

06.0 DEMONSTRATE APPROPRIATE GROOMING HABITS--The student will be able to:

06.01 Identify appropriate attire and grooming for a business office.

07.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

07.01 Identify sources of employment opportunities.
07.02 Complete employment forms.
07.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
07.04 Compose and type a follow-up letter.

07.05 Compose and type a letter of application and a resume.
07.06 Compose and type a letter of resignation.
07.07 Demonstrate job interview skills.
07.08 Identify methods for securing an employment reference.

08.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

08.01 Prepare an agenda.
08.02 Demonstrate the ability to conduct an orderly meeting.
08.03 Greet and introduce individuals.

09.0 PERFORM CONSUMER ECONOMIC ACTIVITIES--The student will be able to:

09.01 Identify basic concepts of the American economic system.
09.02 Identify basic types and sources of consumer credit.

10.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

10.01 List the steps in problem solving.
10.02 Demonstrate the ability to determine the proper priority of work.
10.03 Choose appropriate action in situations requiring application of business ethics.
10.04 Choose appropriate action in situations requiring following a chain of command.
10.05 Choose appropriate action in situations requiring effective time management.
10.06 Identify ways to assign work to others.

11.0 PERFORM INFORMATION PROCESSING ACTIVITIES--The student will be able to:

11.01 Locate requested information on a computer printout.
11.02 Identify accounting applications of computers in modern business.
11.03 Enter accounting data into computer systems.
11.04 Analyze computer output.

12.0 DEMONSTRATE MANAGERIAL SKILLS AND TECHNIQUES IN ACCOUNTING--The student will be able to:

12.01 Identify and apply fundamentals of management.
12.02 Collect, record, and analyze accounting data to evaluate alternatives in decision making processes.
12.03 Calculate and understand break-even analysis and other related topics.
12.04 Identify, record, and evaluate various cost accounting systems.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title: Business Administration and Management
Occupational Area: Business

PSV

CIP Number	0506.040102
Grade Level	College Credits
Length	AS Degree
Certification	

I. **MAJOR CONCEPTS/CONTENT:** The purpose of this program is to prepare students for employment for mid-management positions in a variety of business environments as managers (161.167-010) or to provide supplemental training for persons previously or currently employed in management occupations.

The content includes instruction to individuals in the areas of planning, organizing, directing and controlling of a business, with emphasis on selected theories of management and decision making and the knowledge and understanding necessary for managing people and functions.

II. **LABORATORY ACTIVITIES:** Laboratory activities are an integral part of this program and include the use of calculators, keyboarding/typewriting systems, dictation/ transcription equipment, computers, and peripheral equipment.

III. **SPECIAL NOTE:** Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is an associate degree.

IV. **INTENDED OUTCOMES:** After successfully completing this program, the student will be able to:

01.0 Perform math computations.
02.0 Perform keyboarding/typewriting activities.
03.0 Perform accounting activities.
04.0 Perform communication activities.
05.0 Develop human relations skills.
06.0 Demonstrate appropriate grooming habits.
07.0 Perform job application activities.
08.0 Perform information processing activities.
09.0 Develop leadership skills.
10.0 Perform consumer economic activities.
11.0 Perform decision making activities.
12.0 Identify, classify, and demonstrate management activities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Business Administration And Management
Secondary Number:
Postsecondary Number: 0506.040102

01.0 PERFORM MATH COMPUTATIONS--The student will be able to:

01.01 Solve addition, subtraction, multiplication, and division problems manually.
01.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
01.03 Solve problems involving decimals and fractions.
01.04 Solve problems involving percentages and discounts using a calculator.
01.05 Solve problems involving comparison shopping using a calculator.
01.06 Interpret graphs and tables.
01.07 Solve finance charge and annual percentage rate problems using a calculator.
01.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
01.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
01.10 Solve problems involving perimeter or area of a rectangular region.
01.11 Solve problems involving length, width, or height.
01.12 Solve problems involving capacity.

02.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

02.01 Demonstrate keyboarding/typewriting techniques.
02.02 Identify operative parts of keyboarding equipment.
02.03 Identify formatting principles.
02.04 Demonstrate speed and accuracy in typing straight-copy material.

03.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

03.01 Record transactions in a general journal.
03.02 Post entries from a general journal to a general ledger.
03.03 Prepare a worksheet.
03.04 Prepare an income statement.
03.05 Prepare an owner's equity statement.
03.06 Prepare a balance sheet.
03.07 Journalize and post adjusting entries.
03.08 Journalize and post closing entries.
03.09 Prepare a postclosing trial balance.
03.10 Prepare checks and stubs.
03.11 Endorse checks using special endorsements.
03.12 Prepare a deposit slip and adjust checkbook.
03.13 Prepare a bank reconciliation.

03.14 Maintain petty cash records.
03.15 Record transactions in special journals.
03.16 Post journal entries to subsidiary ledgers.
03.17 Prepare payroll records.
03.18 Interpret financial statements.
03.19 Demonstrate a knowledge of the accounting cycle.

04.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

04.01 Follow oral and written instructions.
04.02 Compose business correspondence and related documents.
04.03 Prepare, outline, and deliver a short oral presentation.
04.04 Participate in a group discussion as a member and as a leader.
04.05 Obtain appropriate information from graphics, maps, or signs.
04.06 Locate and record information retrieved from written resources including current business periodicals.
04.07 Annotate letters, reports, and/or news articles.
04.08 Edit documents using proofreading symbols.
04.09 Research and compose a document containing statistical information.
04.10 Spell and define words, including business terminology.
04.11 Prepare visual material to support an oral presentation.

05.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

05.01 Demonstrate appropriate work habits.
05.02 Identify traits that promote good human relations and increase job performance.
05.03 Analyze and develop written solutions to behavior problems affecting job performance.

06.0 DEMONSTRATE APPROPRIATE GROOMING HABITS--The student will be able to:

06.01 Identify appropriate attire and grooming for a business office.

07.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

07.01 Identify sources of employment opportunities.
07.02 Complete employment forms.
07.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
07.04 Compose and type a follow-up letter.
07.05 Compose and type a letter of application and a resume.
07.06 Compose and type a letter of resignation.
07.07 Demonstrate job interview skills.
07.08 Identify methods for securing an employment reference.

08.0 PERFORM INFORMATION PROCESSING ACTIVITIES--The student will be able to:

08.01 Demonstrate a knowledge of data processing concepts.
08.02 Identify computer hardware components and software.
08.03 Identify the major programming languages used in business data processing.
08.04 Locate requested information on a computer printout.

08.05 Locate errors on a computer printout.
08.06 Operate a microcomputer and appropriate software.

09.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

09.01 Prepare an agenda.
09.02 Demonstrate the ability to conduct an orderly meeting.
09.03 Greet and introduce individuals.

10.0 PERFORM CONSUMER ECONOMIC ACTIVITIES--The student will be able to:

10.01 Identify basic concepts of the American economic system.
10.02 Identify basic types and sources of consumer credit.

11.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

11.01 List the steps in problem solving.
11.02 Demonstrate the ability to determine the proper priority of work.
11.03 Prepare a day's schedule for an employer.
11.04 Choose appropriate action in situations requiring application of business ethics.
11.05 Choose appropriate action in situations requiring following a chain of command.
11.06 Choose appropriate action in situations requiring effective time management.
11.07 Identify ways to assign work to others.

12.0 IDENTIFY, CLASSIFY, AND DEMONSTRATE MANAGEMENT ACTIVITIES--The student will be able to:

12.01 Identify the correct definition of management.
12.02 Identify management positions of styles.
12.03 Identify the major functions of management.
12.04 Classify activities as part of the planning function of management.
12.05 Classify activities as part of the organizing function of management.
12.06 Classify activities as part of the staffing function of management.
12.07 Classify activities as part of the directing function of management.
12.08 Classify activities as part of the controlling function of management.
12.09 Distinguish among management functions.
12.10 Demonstrate a knowledge of the relationship between authority and responsibility to task accomplishment.
12.11 Select the most effective communication systems.
12.12 Identify problems and make an appropriate decision.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Business Administration Operations
Occupational Area:	Business

PSAV

Program Numbers	**B060400**
CIP Number	0506.040101
Grade Level	30, 31
Length	600 hours
Certification	BUS ED @4 1 @2
	VOE @7
	TEACH CBE @7
	MANAG SUPV @7 G
	BOOKKEEPIN @4 @7 G

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as employment interviewers (21508030), credit authorizers, messengers, and shipping and receiving clerks or to provide supplemental training for persons previously or currently employed in these businesses.

The content prepares individuals to become proficient in the planning, organizing, and controlling of a business. Emphasis is given to skill development in the area of business administration operations. Instruction prepares individuals to make sound decisions and to manage people and functions effectively.

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, computers, peripheral equipment, and may include the use of dictation/transcription equipment.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which

the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Rule 6A-10.040, FAC., the minimum basic skills grade level required for this postsecondary adult vocational program is:

Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 600 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. **INTENDED OUTCOMES:** After successfully completing this program, the student will be able to:

02.0 Perform mathematical applications.
03.0 Perform keyboarding activities.
05.0 Perform business records activities.
07.0 Perform communication activities.
08.0 Develop human relations skills.
09.0 Perform job application activities.
10.0 Demonstrate a knowledge of information processing concepts.
11.0 Perform consumer economics activities.
13.0 Perform accounting activities.
17.0 Identify functions of computers.
21.0 Demonstrate knowledge of business management skills.
22.0 Demonstrate knowledge of business law.
23.0 Demonstrate an understanding of entrepreneurship.
24.0 Demonstrate knowledge of the American enterprise system.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Business Operations
Secondary Number:
Postsecondary Number: B060400

For 1996-97, INTENDED OUTCOMES listed in Business Systems and Technology 1 and Business and Technology 2 may be incorporated into this program.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

- 02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
- 02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.
- 02.07 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
- 02.09 Solve compound interest problems, using numeric keypad and a compound interest table.
- 02.11 Complete, analyze, and correctly process an invoice.
- 02.12 Interpret line graphs, circle graphs, bar graphs, and tables.
- 02.13 Compute totals and sales tax on a sales slip.
- 02.15 Compute discounts.
- 02.16 Apply algebraic concepts to develop and interpret spreadsheets.
- 02.17 Select an appropriate format and construct tables or graphs using computer software.
- 02.18 Solve problems involving comparison shopping.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

- 03.01 Demonstrate keyboarding techniques.
- 03.02 Identify operative parts of keyboarding equipment.
- 03.03 Identify formatting principles.
- 03.04 Demonstrate speed and accuracy in entering straight-copy material.
- 03.05 Key business letters and envelopes.
- 03.06 Key interoffice memoranda.
- 03.07 Key tabulated information.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

- 05.05 Enter data into an accounts payable system.
- 05.06 Enter data into an accounts receivable system.
- 05.07 Enter data into a cash payments system.
- 05.08 Enter data into a cash receipts system.
- 05.09 Enter data into a payroll system.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 07.01 Locate, interpret and record information retrieved from written resources.

07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division and accuracy of content.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.
07.06 Participate in group discussion activities.
07.07 Participate in a group discussion as a leader.
07.08 Compose and key a letter of application and resume applying principles of standard English.
07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).
07.10 Prepare a written analysis of a chart or graph.
07.11 Obtain appropriate information from pictures, maps or signs.
07.16 Find specific information in written materials.
07.17 Prepare, outline, and deliver a short speech.
07.18 Compose and key simple business letters (including a letter of recommendation).
07.19 Research and write a business report.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.
08.02 Identify business ethics.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.05 Compose and key an updated letter of application and a resume.
09.06 Conduct a job interview.
09.07 Review and evaluate applicant's re-employment forms, letter of application, resume, and letters of recommendation.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.
10.04 Classify fields found within an employee payroll record.
10.05 Classify fields required on a purchase requisition.
10.06 Classify characteristics of recording transactions as either on line, point of sale, or manual.
10.07 Calculate batch totals for computer processing.
10.08 Balance a payroll register.
10.09 Identify terms commonly used in information processing.
10.10 Identify electronic business systems, equipment components, and media.
10.11 Sequence and define the six steps of a processing cycle.
10.12 Interpret operations of a flowchart of a simulated business job.
10.13 Check printout for error; correct and resubmit.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.

13.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

13.01 Identify accounting terms and concepts and employ accounting procedures to start and operate a business organized as a proprietorship.
13.02 Calculate employee earnings and deductions; complete payroll records; prepare payroll checks; and analyze, journalize and post payroll transactions, preparing payroll tax reports.
13.03 Identify accounting terms and concepts and employ accounting procedures to operate a business organized as a partnership.

17.0 IDENTIFY FUNCTIONS OF COMPUTERS--The student will be able to:

17.01 Identify computer hardware and software.
17.02 Identify generic data processing terms.
17.03 Identify the relationship between a source document and a single transaction on a unit of record.
17.04 Identify major types of careers in data processing with the duties performed and educational requirements needed.
17.05 Sequence and define the steps of a processing cycle.
17.06 Identify symbols used in flowchart application.

21.0 DEMONSTRATE KNOWLEDGE OF BUSINESS MANAGEMENT SKILLS--The student will be able to:

21.01 Choose appropriate action in a situation requiring application of business management techniques.
21.02 Identify the major functions of management.
21.03 List the characteristics of effective leaders/managers.
21.04 List the steps in problem solving.

22.0 DEMONSTRATE KNOWLEDGE OF BUSINESS LAW--The student will be able to:

22.01 Classify contracts as legal or illegal.
22.02 Select elements of an enforceable contract from a case situation.
22.03 Classify contracts which fall within the statute of frauds.
22.04 Identify basic kinds of commercial paper.
22.05 Identify requirements of negotiability.

23.0 DEMONSTRATE AN UNDERSTANDING OF ENTREPRENEURSHIP--The student will be able to:

23.01 Define entrepreneurship.
23.02 Describe the importance of entrepreneurship to the American economy.
23.03 List the advantages and disadvantages of business ownership.
23.04 Identify the risks involved n ownership of a business.
23.05 Identify the necessary personal characteristics of a successful entrepreneur.

23.06 Identify the business skills needed to operate a small business efficiently and effectively.

24.0 DEMONSTRATE KNOWLEDGE OF THE AMERICAN ENTERPRISE SYSTEM--The student will be able to:

24.01 Identify characteristics of the American enterprise system.
24.02 Define the economic cycle.
24.03 Illustrate the basic economic questions facing any society.
24.04 Determine the results of a change in demand or a change in supply.
24.05 List factors which contribute to economic growth.
24.06 Identify characteristics of different types of business ownership.
24.07 Identify basic types of consumer credit.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Business Computer Programming
Occupational Area:	Business
	Secondary
Program Numbers	**8206300**
CIP Number	0507.039901
Grade Level	9-12, 30, 31
Length	4 credits
Certification	BUS ED @4 1 @2
	VOE @7
	TEACH CBE @7
	TEC ELEC ¢7
	BUS DP ¢7
	ELECT DP ¢7
	BOOKKEEPIN @4 ¢7

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as computer programmer aides/computer equipment operators (25108254) or to provide supplemental training for persons previously or currently employed in this occupational area.

The content prepares individuals to convert problems into detailed flowcharts; code into computer language; test, monitor, debug, document and maintain computer programs; and design programs for specific uses and machines.

This program focuses on broad, transferable skills and stresses understanding and demonstration of the following elements of the Computer Programming industry: planning, management, finance, technical and production skills, underlying principles of technology, labor issues, community issues and health, safety, and environmental issues.

Listed below are the courses that comprise this program when offered at the secondary level. Schools may offer either **Core Option 1** or **Core Option 2** during 1997-98.

Core

Option 1
8209010 Keyboarding and Document Processing
AND
8206110 Business Computer Applications 1 **OR**
8207010 Emerging Technology in Business

Option 2
8209020 Business Systems and Technology 1
8209030 Business Systems and Technology 2

8206010 Business Computer Programming

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and include the use of typewriters, calculators and electronic data processing equipment.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) is the appropriate vocational student organization for providing leadership learning experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. **INTENDED OUTCOMES**: After successfully completing this program, the student will be able to:

02.0 Apply strategies of basic mathematical operations and concepts to the solution of business-related problems.
03.0 Perform keyboarding activities.
07.0 Perform communication activities.
09.0 Perform job application activities.
12.0 Perform decision making activities.
13.0 Perform accounting activities.
26.0 Identify functions of information processing.
27.0 Test programs.
28.0 Plan program design.
29.0 Code programs.
31.0 Perform program maintenance.
32.0 Evaluate business computer programming tasks.
52.0 Exhibit positive human relations and leadership skills.
59.0 Develop employability skills.
63.0 Perform technology applications.
64.0 Identify global, legal and financial business concepts.
65.0 Perform electronic communication activities.

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Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title:	Business Computer Programming
Secondary Number:	8205300
Postsecondary Number:	

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.01 Verify mathematical calculations using the calculator/computer when appropriate.
02.02 Use estimation and approximation strategies to compare, contrast, and analyze a variety of business-related financial calculations.
02.03 Compute and discuss a variety of business-related financial calculations (payroll, interest rates, profit margins, taxes, etc.)
02.04 Complete, analyze, and correctly process business-related forms (invoices, sales slips, purchase orders, statements, etc.)
02.05 Compute, compare, and discuss pricing practices, discounts, mark-ups, mark-downs, cash vs. credit, etc.
02.06 Analyze and discuss graphs and tables as used in the business world.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.
02.10 Investigate and discuss the impact of probability and statistics in all aspects of business activities.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate correct touch keyboarding techniques.
03.03 Key and apply formatting principles.
03.04 Demonstrate keyboarding speed and accuracy.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.
03.13 Demonstrate proofreading skills using proofreaders' marks.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.
02.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.

07.04 Compose and brief autobiographical sketch to include career plans.
07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.
07.08 Compose and key a letter of application and resume.
07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and resume.
09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter and a letter resignation.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.07 Establish priority of jobs.
12.08 Select most appropriate language for solving a problem.
12.10 Evaluate and select appropriate software package to complete assigned tasks.
12.12 Evaluate and select appropriate electronic resources.
12.13 Compare and select appropriate multi-media tools.
12.14 Evaluate information and choose relavant material.

13.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

13.01 Identify accounting terms and concepts and employ accounting procedures to start and operate a business organized as a proprietorship.
13.02 Calculate employee earnings and deductions; complete payroll records; prepare payroll checks; and analyze, journalize and post payroll transactions, preparing payroll tax reports.
13.03 Identify accounting terms and concepts and employ accounting procedures to operate a business organized as a partnership.

26.0 IDENTIFY FUNCTIONS OF INFORMATION PROCESSING--The student will be able to:

26.01 Identify characteristics of high-level languages.
26.02 Identify characteristics of operating systems.
26.03 Identify characteristics of sequential, indexed sequential, random and direct files.

27.0 TEST PROGRAMS--The student will be able to:

27.01 Develop data for use in program testing.
27.02 Perform debugging activities.
27.03 Evaluate program test results.

28.0 PLAN PROGRAM DESIGN--The student will be able to:

28.01 Prepare a system flowchart.
28.02 Prepare a detailed flowchart for coding a program.
28.03 Prepare a printer spacing chart.
28.04 Examine existing utility programs and subroutines for application to a job.

29.0 CODE PROGRAMS--The student will be able to:

29.01 Code a program in a high-level language for a business application program.
29.02 Utilize reference manuals for debugging in a high level language.
29.03 Utilize sequential, indexed sequential, random or direct files.

31.0 PERFORM PROGRAM MAINTENANCE--The student will be able to:

31.01 Review modification of programs.
31.02 Update existing programs and documentation with changes.
31.03 Locate requested information, verify totals, and manually correct errors on a computer printout.

32.0 EVALUATE BUSINESS COMPUTER PROGRAMMING TASKS--The student will be able to:

32.01 Observe business computer programming in a business/industry setting, or by audio-visual presentations.
32.02 Identify tasks
32.03 Compare tasks performed by computer programmers.

(NOTE: It is recommended that the student performance standards in outcome 32.0 take place in a business/industry setting.)

52.0 EXHIBIT POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS--The student will be able to:

52.01 Perform roles in a student personnel system or in an appropriate vocational student organization.
52.02 Work cooperatively with others.
52.03 Identify appropriate protocol for the work environment; such as, cultural diversity, respect, chain of command, interpersonal skills, proper attire, and professionalism.

59.0 DEMONSTRATE EMPLOYABILITY SKILLS--The student will be able to:

59.01 Conduct a job search.
59.02 Secure information about a career.
59.03 Identify documents which may be required when applying for a job interview.
59.05 Identify appropriate job interview behaviors.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.

63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.05 Identify functions of operating systems.
65.06 Demonstrate the use of operation systems.
63.07 Identify ethical issues related to technology.
63.08 Demonstrate an awareness of emerging technologies.
63.09 Identify and define multimedia terminology.
63.10 Identify techniques for designing effective multimedia presentations.
63.11 Create and deliver a multimedia presentation.
63.12 Conduct business-related research using electronic resources.
63.13 Distribute business information electronically.
63.14 Distribute techniques for conducting a business meeting via satellite or on-line conferencing.
63.15 Participate in an electronic discussion on a business topic.

64.0 IDENTIFY GLOBAL, LEGAL AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

64.01 List, describe and compare the characteristics of selected global economic systems.
64.02 Describe the importance of entrepreneurship in selected global economic systems.
64.03 List, describe and compare the characteristics of diverse cultures which impact business activities.
64.04 Identify basic legal issues which affect the work place.
64.05 Identify basic financial services and prepare selected financial forms.
64.06 Demonstrate an understanding of current copyright laws.
64.07 Demonstrate an understanding of ethics concerning electronic media and technology.
64.08 Demonstrate an understanding of computer security issues.

65.0 PERFORM ELECTRONIC COMMUNICATION ACTIVITIES--The student will be able to:

65.01 Identify research methods used to gather information.
65.02 Use electronic reference manuals.
65.03 Demonstrate proficiency in taking notes while gathering information.
65.04 Demonstrate interviewing techniques for gathering information.
65.05 Identify electronic research sources.
65.06 Demonstrate an understanding of electronic correspondence/conferencing.
65.07 Demonstrate appropriate electronic correspondence/conferencing.
65.08 Demonstrate effective listening skills.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8209010
Course Title: Keyboarding and Document Processing
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business technology education programs and includes the following areas: keyboarding, math, communication, and technology applications.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.01 Verify mathematical calculations using the calculator/computer when appropriate.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate correct touch keyboarding techniques including the ten-key pad.
03.03 Key and apply formatting principles.
03.04 Demonstrate keyboarding speed and accuracy.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.13 Demonstrate proofreading skills using proofreaders' marks.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.08 Demonstrate job interview techniques.

09.09 Compose and key a letter requesting a reference, follow-up letter and a letter of resignation.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.05 Identify functions of operating systems.
63.07 Identify ethical issues related to technology.
63.08 Demonstrate an awareness of emerging technology.

Program: 8206300 Business Computer Programming

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Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8203010
Course Title: Accounting 1
Course Credit: 1

COURSE DESCRIPTION:

This course emphasizes double entry accounting; methods and principles of recording business transactions; the preparation of various documents used in recording income, expenses, acquisition of assets, incurrence of liabilities, and changes in equity and the preparation and basic interpretation of financial statements. The use of computers is highly recommended.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

- 02.03 Compute and discuss a variety of business-related financial calculations (payroll, interest rates, profit margins, taxes, etc.).
- 02.04 Complete, analyze, and correctly process business-related forms (invoices, sales slips, purchase orders, statements, etc.).
- 02.05 Compute, compare, and discuss pricing practices, discounts, mark-ups, mark-downs, cash vs. credit, etc.
- 02.10 Investigate and discuss the impact of probability and statistics in all aspects of business activities.

13.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

- 13.01 Identify accounting terms and concepts and employ accounting procedures to start and operate a business organized as a proprietorship.
- 13.02 Calculate employee earnings and deductions; complete payroll records; prepare payroll checks; and analyze, journalize and post payroll transactions, preparing payroll tax reports.
- 13.03 Identify accounting terms and concepts and employ accounting procedures to operate a business organized as a partnership.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8206110
Course Title: Business Computer Applications 1
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide an introduction to computers and to develop entry-level skills for computer-related occupations using database, spreadsheet, and text editing.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

- 02.02 Use estimation and approximation strategies to compare, contrast, and analyze a variety of business-related financial calculations.
- 02.03 Compute and discuss a variety of business-related financial calculations (payroll, interest rates, profit margins, taxes, etc.).
- 02.06 Analyze and discuss graphs and tables as used in the business world.
- 02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
- 02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

- 03.04 Demonstrate keyboarding speed and accuracy.
- 03.08 Key a memorandum to multiple recipients.
- 03.09 Key business letters with enumerated items.
- 03.10 Key material from handwritten copy.
- 03.11 Key labels.
- 03.12 Key a two-page letter.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 07.01 Locate, interpret and apply oral/written communications.
- 07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
- 07.03 Follow oral and written instructions.
- 07.05 Compose and key business correspondence and related documents.
- 07.06 Participate in group discussion activities.
- 07.08 Compose and key a letter of application and resume.
- 07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).

52.0 EXHIBIT POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS--The student will be able to:

52.01 Work cooperatively with others.
52.02 Identify and resolve business ethics.
52.03 Identify appropriate protocol for the work environment; such as, cultural diversity, respect, chain of command, interpersonal skills, proper attire, and professionalism.

59.0 DEVELOP EMPLOYABILITY SKILLS--The student will be able to:

59.01 Conduct a job search.
59.02 Secure information about a career.
59.03 Identify documents which may be required when applying for a job.
59.05 Identify appropriate job interview behaviors.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.06 Demonstrate the use of operation systems.
63.08 Demonstrate an awareness of emerging technologies.

64.0 IDENTIFY GLOBAL, LEGAL AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

64.01 List, describe and compare the characteristics of selected global economic systems.
64.02 Describe the importance of entrepreneurship in selected global economic systems.
64.03 List, describe and compare the characteristics of diverse cultures which impact business activities.
64.04 Identify basic legal issues which affect the work place.
64.05 Identify basic financial services and prepare selected financial forms.

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Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8207010
Course Title: Emerging Technology in Business
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to teach emerging technology and the effects of its application on society. The content will include, but not be limited to: Electronic research methods; business communications including speaking, listening, writing, and telecommunicating; multimedia presentation skills; ethical considerations related to technology; and emerging technologies affecting business. Instruction is designed to provide an understanding of the advances being made in technology today and in the future.

This course may substitute for Business Computer Applications 1 as a core course or is recommended as an enhancement to all business technology programs.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.10 Evaluate and select appropriate software package to complete assigned task.
12.12 Evaluate and select appropriate electronic resources.
12.13 Compare and select appropriate multi-media tools.
12.14 Evaluate information and choose relevant material.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.08 Demonstrate an awareness of emerging technologies.
63.09 Identify and define multimedia terminology.
63.10 Identify techniques for designing effective multimedia presentations.
63.11 Create and deliver a multimedia presentation.
63.12 Conduct business-related research using electronic resources.
63.13 Distribute business information electronically.
63.14 Distribute techniques for conducting a business meeting via satellite or on-line conferencing.
63.15 Participate in an electronic discussion on a business topic.

64.0 IDENTIFY GLOBAL, LEGAL, AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

64.06 Demonstrate an understanding of current copyright laws.
64.07 Demonstrate an understanding of ethics concerning electronic media and technology.
64.08 Demonstrate an understanding of computer security issues.

65.0 PERFORM ELECTRONIC COMMUNICATION ACTIVITIES--The student will be able to:

65.01 Identify research methods used to gather information.
65.02 Use electronic reference manuals.
65.03 Demonstrate proficiency in taking notes while gathering information.
65.04 Demonstrate interviewing techniques for gathering information.
65.05 Identify electronic research sources.
65.06 Demonstrate an understanding of electronic correspondence/conferencing.
65.07 Demonstrate appropriate electronic correspondence/ conferencing etiquette.
65.08 Demonstrate effective listening skills.

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Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8206010
Course Title: Business Computer Programming
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to develop skills for business computer programming trainees.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

- 12.07 Establish priority of jobs.
- 12.08 Select most appropriate language for solving a problem.

26.0 IDENTIFY FUNCTIONS OF INFORMATION PROCESSING--The student will be able to:

- 26.01 Identify characteristics of high-level languages.
- 26.02 Identify characteristics of operating systems.
- 26.03 Identify characteristics of sequential, indexed sequential, random and direct files.

27.0 TEST PROGRAMS--The student will be able to:

- 27.01 Develop data for use in program testing.
- 27.02 Perform debugging activities.
- 27.03 Evaluate program test results.

28.0 PLAN PROGRAM DESIGN--The student will be able to:

- 28.01 Prepare a system flowchart.
- 28.02 Prepare a detailed flowchart for coding a program.
- 28.03 Prepare a printer spacing chart.
- 28.04 Examine existing utility programs and subroutines for application to a job.

29.0 CODE PROGRAMS--The student will be able to:

- 29.01 Code a program in a high-level language for a business application program.
- 29.02 Utilize reference manuals for debugging in a high-level language.
- 29.03 Utilize sequential, indexed sequential, random or direct files.

31.0 PERFORM PROGRAM MAINTENANCE--The student will be able to:

- 31.01 Review modification of programs.
- 31.02 Update existing programs and documentation with changes.

31.03 Locate requested information, verify totals, and manually correct errors on a computer printout.

32.0 EVALUATE BUSINESS COMPUTER PROGRAMMING TASKS--The student will be able to:

32.01 Observe business computer programming in a business/industry setting, or by audio-visual presentations.
32.02 Identify tasks performed by business computer programming personnel.
32.03 Compare tasks performed by computer programmers.

(NOTE: It is recommended that the student performance standards in outcome 32.0 take place in a business/industry setting.)

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title: Business Cooperative Education Organization and Management

Occupational Area: Business

	Secondary	PSAV
Program Numbers	**8200420**	**B079998**
CIP Number	0507.9999OM	0507.9999OM
Grade Level	9-12, 30, 31	30, 31
Length	Multiple credits	Multiple hours
Certification	BUS ED @4 1 @2 TEACH CBE @7 VOE @7	

I. **MAJOR CONCEPTS/CONTENT**: This course provides Business Cooperative Education students with a common class that can be used to reinforce and provide additional competencies in their selected Business Education Program. Curriculum may include maintaining job related forms and instruction in subjects related to the specific job that the student is performing.

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and should include the use of automated office equipment.

III. **SPECIAL NOTE**: Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership learning experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

This course may be taken only by a student who is enrolled in the BCE-OJT course. A student may earn multiple credits in this course.

IV. **INTENDED OUTCOMES**: After successfully completing this course, the student will be able to:

01. Perform designated job skills.
02. Demonstrate work ethics.
03. Develop leadership skills.
04. Perform activities related to employment forms.
05. Develop human relations skills.
06. Perform business communication activities.
07. Develop personal finance activities.
08. Perform decision making activities.
09. Demonstrate ability to operate job-related business equipment.

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Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Business Cooperative Education Organization And Management
Secondary Number: 8200420
Postsecondary Number: B07999

01.0 PERFORM DESIGNATED JOB SKILLS--The student will be able to:

01.01 Perform tasks as outlined in the training plan.
01.02 Demonstrate job performance skills.
01.03 Demonstrate safety procedures on the job.
01.04 Attain an acceptable level of productivity.
01.05 Demonstrate appropriate dress and grooming habits.

02.0 DEMONSTRATE WORK ETHICS--The student will be able to:

02.01 Identify acceptable business ethics.
02.02 Choose appropriate action in a situation requiring application of business ethics.

03.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

03.01 Demonstrate knowledge of parliamentary procedure.
03.02 Perform activities relating to the Future Business Leaders of America/Phi Beta Lambda.
03.03 Participate in or lead a group discussion.

04.0 PERFORM ACTIVITIES RELATED TO EMPLOYMENT FORMS--The student will be able to:

04.01 Prepare and maintain training agreements and training plans.
04.02 Prepare and maintain employment related forms.
04.03 Complete an employment application.
04.04 Complete BCE time cards.

05.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

05.01 Demonstrate appropriate work habits.
05.02 Identify behavior that promotes good human relations.
05.03 Identify ways to increase self-understanding.
05.04 Identify personality traits that increase job performance.
05.05 Analyze and develop written solutions to personal behavior problems.
05.06 Demonstrate good human relations skills.

06.0 PERFORM BUSINESS COMMUNICATION ACTIVITIES--The student will be able to:

06.01 Classify behavior considered to be appropriate or inappropriate in a job interview situation.
06.02 Compose and type a letter of application and a resume.

06.03 Demonstrate job interview skills.
06.04 Compose and type a letter requesting a reference.
06.05 Compose and type a follow-up letter.
06.06 Greet and introduce callers and visitors.
06.07 Identify and demonstrate techniques of placing external and internal calls.
06.08 Identify and demonstrate procedures for taking and giving accurate messages.
06.09 Identify and demonstrate procedures for scheduling and canceling appointments.
06.10 Identify and demonstrate business telephone etiquette.

07.0 DEVELOP PERSONAL FINANCE ACTIVITIES--The student will be able to:

07.01 Prepare checks and stubs.
07.02 Endorse checks using appropriate endorsement.
07.03 Prepare a deposit slip and balance checkbook.
07.04 Prepare bank statement reconciliations.
07.05 Prepare income tax related forms.

08.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

08.01 List the steps in problem solving.
08.02 Demonstrate the ability to place work responsibilities in order of priority.
08.03 Choose appropriate action in situations requiring following a chain of command.
08.04 Select appropriate ways to handle confidential information.
08.05 Identify appropriate ways to accept constructive criticism.

09.0 DEMONSTRATE ABILITY TO OPERATE JOB-RELATED BUSINESS EQUIPMENT--The student will be able to:

09.01 Identify commonly used terms associated with job-related business equipment.
09.02 Identify characteristics and usage of job-related business equipment.
09.03 Make decisions on equipment selection.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title: Business Cooperative Education - OJT
Occupational Area: Business

	Secondary	PSAV
Program Numbers	**8200410**	**B079999**
CIP Number	0507.9999CP	0507.9999CP
Grade Level	9-12, 30, 31	30, 31
Length	Multiple credits	Multiple hours
Certification	BUS ED @4 1 @2 TEACH CBE @7 VOE @7 ANY BUSINESS ED/ TC COOP ED G	BUS ED @4 1 @2 TEACH CBE @7 VOE @7 ANY BUSINESS ED/ TC COOP ED E G

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this course is to provide the on-the-job training component when the cooperative method of instruction is used to prepare students for employment in business occupations. On-the-job experiences are provided as a part of a job preparatory program which will develop occupational competencies required for employment in the occupation chosen by the student as a career choice or to provide experiences that further develop the competencies acquired by the student in an in-school job preparatory program. This method of delivery is not intended for supplemental vocational course instruction and shall not be claimed for supplemental FTE purposes.

II. **LABORATORY ACTIVITIES**: A work station is provided as required to support the on-the-job training activities of the student.

III. **SPECIAL NOTE**: Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership learning experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

For the on-the-job training component, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed. The teacher/coordinator must visit each job site a minimum of once during each grading period for the purpose of evaluating the student's progress in attaining the competencies listed in the training plan.

The Cooperative - OJT course may be taken by a student for one or more semesters. A student may earn multiple credits in this course. The specific student performance standards which the student must achieve to earn credit must be specified in the OJT training plan.

IV. **INTENDED OUTCOMES:** After successfully completing this course, the student will be able to:

01.0 Perform designated job skills.
02.0 Demonstrate work ethics.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Business Cooperative Education - OJT
Secondary Number: 8200410
Postsecondary Number: B079999

01.0 PERFORM DESIGNATED JOB SKILLS--The student will be able to:

01.01 Perform tasks as outlined in the training plan.
01.02 Demonstrate job performance skills.
01.03 Demonstrate safety procedures on the job.
01.04 Maintain appropriate records.
01.05 Attain an acceptable level of productivity.
01.06 Demonstrate appropriate dress and grooming habits.

02.0 DEMONSTRATE WORK ETHICS--The student will be able to:

02.01 Follow directions.
02.02 Demonstrate good human relations skills on the job.
02.03 Demonstrate good work habits.
02.04 Demonstrate acceptable business ethics.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title: Business Data Processing
Occupational Area: Business

PSVC

CIP Number 0507.030100
Grade Level College Credits
Length Certificate
Certification

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as computer programmers (25105255), systems analyst trainees (012.167-066), microcomputer specialists and software application technicians. Students completing the business data processing certificate may specialize in business computer programming, software applications and computer operations. This program also provides supplemental training for persons previously or currently employed in this occupational area.

The content prepares individuals to use methods and procedures to automate business applications, to utilize business software applications, and incorporate review of system and programming specifications to yield solutions to business applications problems.

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and include the applications of various software packages using keyboarding/typewriting systems, computers and peripheral equipment.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is a certificate.

IV. **INTENDED OUTCOMES:** After successfully completing this program, the student will be able to:

01.0 Perform math computations.
02.0 Perform keyboarding/typewriting activities.
03.0 Perform accounting activities.
04.0 Perform communication activities.
05.0 Perform human relations skills.
06.0 Develop appropriate grooming habits.
07.0 Perform job application activities.
08.0 Develop leadership skills.
09.0 Perform consumer economic activities.
10.0 Perform decision making activities.
11.0 Perform computer math computations.
12.0 Perform computer information systems analysis activities.
13.0 Perform programming/analysis activities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Business Data Processing
Secondary Number:
Postsecondary Number: 0507.030100

01.0 PERFORM MATH COMPUTATIONS--The student will be able to:

01.01 Solve addition, subtraction, multiplication and division problems manually.
01.02 Solve addition, subtraction, multiplication and division problems using a calculator.
01.03 Solve problems involving decimals and fractions.
01.04 Solve problems involving percentages and discounts using a calculator.
01.05 Solve problems involving comparison shopping using a calculator.
01.06 Interpret graphs and tables.
01.07 Solve finance charge and annual percentage rate problems using a calculator.
01.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months or years.
01.09 Determine whether sufficient, insufficient or extraneous information is given for solving a problem.
01.10 Solve problems involving perimeter or area of a rectangular region.
01.11 Solve problems involving length, width or height.
01.12 Solve problems involving capacity.

02.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

02.01 Demonstrate keyboarding/typewriting techniques.
02.02 Identify operative parts of keyboarding equipment.
02.03 Identify formatting principles.
02.04 Demonstrate speed and accuracy in typing straight copy material.

03.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

03.01 Record transactions in a general journal.
03.02 Post entries from a general journal to a general ledger.
03.03 Prepare a worksheet.
03.04 Prepare an income statement.
03.05 Prepare an owner's equity statement.
03.06 Prepare a balance sheet.
03.07 Journalize and post adjusting entries.
03.08 Journalize and post closing entries.
03.09 Prepare a postclosing trial balance.
03.10 Prepare checks and stubs.
03.11 Endorse checks using special endorsements.
03.12 Prepare a deposit slip and adjust checkbook.
03.13 Prepare a bank reconciliation.

03.14 Maintain petty cash records.
03.15 Record transactions in special journals.
03.16 Post journal entries to subsidiary ledgers.
03.17 Prepare payroll records.
03.18 Interpret financial statements.
03.19 Demonstrate a knowledge of the accounting cycle.

04.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

04.01 Follow oral and written instructions.
04.02 Prepare, outline and deliver a short oral presentation.
04.03 Participate in group discussion as a member and as a leader.
04.04 Obtain appropriate information from graphics, maps or signs.
04.05 Locate and record information retrieved from written resources including current business periodicals.
04.06 Research and compose a document containing statistical information.
04.07 Spell and define words, including business terminology.
04.08 Prepare visual material to support an oral presentation.
04.09 Compose reports, program documentation and other appropriate materials.
04.10 Communicate orally with personnel of various backgrounds and technical skills.
04.11 Write a business report.

05.0 PERFORM HUMAN RELATIONS SKILLS--The student will be able to:

05.01 Demonstrate appropriate work habits.
05.02 Identify traits that promote good human relations and increase job performance.
05.03 Analyze and develop written solutions to behavior problems affecting job performance.

06.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

06.01 Identify appropriate attire and grooming for a business office.

07.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

07.01 Identify sources of employment opportunities.
07.02 Complete employment forms.
07.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
07.04 Compose and type a follow-up letter.
07.05 Compose and type a letter of application and a resume.
07.06 Compose and type a letter of resignation.
07.07 Demonstrate job interview skills.
07.08 Identify methods of securing an employment reference.

08.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

08.01 Prepare an agenda.
08.02 Demonstrate the ability to conduct an orderly meeting.
08.03 Greet and introduce individuals.

08.04 Demonstrate self-motivation and responsibility to complete an assigned task.
08.05 Identify the attributes of successful leadership.

09.0 PERFORM CONSUMER ECONOMIC ACTIVITIES--The student will be able to:

09.01 Identify basic concepts of the American economic system.
09.02 Identify basic types and sources of consumer credit.

10.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

10.01 List the steps in problem solving.
10.02 Demonstrate the ability to determine the proper priority of work.
10.03 Prepare a day's schedule for an employer.
10.04 Choose appropriate action in situations requiring application of business ethics.
10.05 Choose appropriate action in situations requiring following a chain of command.
10.06 Choose appropriate action in situations requiring effective time management.
10.07 Identify ways to assign work to others.

11.0 PERFORM COMPUTER MATH COMPUTATIONS--The student will be able to:

11.01 Demonstrate knowledge of computer number systems.
11.02 Demonstrate knowledge of computer arithmetic; logic/truth tables.

12.0 PERFORM COMPUTER INFORMATION SYSTEMS ANALYSIS ACTIVITIES--The student will be able to:

12.01 Describe the major steps in the systems development cycle.
12.02 Identify the type of software package most appropriate to the solution of a problem.
12.03 Identify and utilize the most appropriate word processing software package for a specific business situation.
12.04 Identify and utilize the most appropriate electronic spreadsheet software package for a specific business situation.
12.05 Identify and utilize the most appropriate data base/filing software package for a specific business situation.
12.06 Identify and perform tasks accomplished through an operating system.
12.07 Identify the most appropriate software package and perform graphics activities.

13.0 PERFORM PROGRAMMING/ANALYSIS ACTIVITIES--The student will be able to:

13.01 Demonstrate competencies by writing data file programs in a programming language.
13.02 Write a program to solve a problem.
13.03 Write a program that utilizes a sorting technique.
13.04 Demonstrate a knowledge of various data communication techniques.

13.05 Demonstrate a knowledge of data base fundamentals.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Business Education Directed Study
Occupational Area:	Business
	Secondary
Program Numbers	**8200100**
CIP Number	0507.999901
Grade Level	11-12, 30, 31
Length	Multiple credits
Certification	ANY BUSINESS ED G

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this course is to provide students with additional competencies in a business education program that will enhance their opportunities for employment in the occupation chosen by the student.

The content is prescribed by the instructor based upon the individual student's assessed needs for the directed study.

II. **LABORATORY ACTIVITIES**: A work station is provided as required to support the training activities of the student.

III. **SPECIAL NOTE**: Future Business Leaders of America is the appropriate vocational student organization for providing leadership learning experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

This course may be taken only by a student who has completed or is currently completing a specific secondary job preparatory program or occupational completion point for additional study in this program. A student may earn multiple credits in this course.

The selected intended outcomes and student performance standards which the student must master to earn credit must be outlined in an instructional plan developed by the instructor.

The student enrolled in this course must be reported using the Course Code Directory program number for the specific occupational completion point.

IV. **INTENDED OUTCOMES**: After successfully completing this course, the student will be able to:

01.0 Perform designated job skills.
02.0 Demonstrate a knowledge of the basic skills in mathematics and language appropriate for the chosen occupation.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title:	Business Education Directed Study
Secondary Number:	8200100
Postsecondary Number:	

01.0 PERFORM DESIGNATED JOB SKILLS--The student will be able to:

- 01.01 Demonstrate job performance skills.
- 01.02 Follow prescribed safety procedures.
- 01.03 Display increasingly higher levels of productivity.

02.0 DEMONSTRATE A KNOWLEDGE OF THE BASIC SKILLS IN MATHEMATICS AND LANGUAGE APPROPRIATE FOR THE CHOSEN OCCUPATION--The student will be able to:

- 02.01 Use addition, subtraction, multiplication, and division to solve problems encountered in the chosen occupation.
- 02.02 Read, understand, and find information relative to the chosen occupation.
- 02.03 Write logical and grammatically correct statements and reports with correct spelling appropriate for the chosen occupation.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Business Keyboarding
Occupational Area:	Business
	Secondary
Program Numbers	**8200110**
CIP Number	0507.99990R
Grade Level	6-9, 30, 31
Length	.50 credit
Certification	BUS ED @4 1 @2 TEACH CBE @7 VOE @7

I. **MAJOR CONCEPTS/CONTENT:** This course is designed to provide instruction in keyboarding for business applications. These competencies provide the skills necessary to ensure increased productivity and efficient utilization of equipment.

II. **LABORATORY ACTIVITIES:** Laboratory activities are an essential part of this course. This course has been designed as a hands-on class. It is essential that technology, specifically computers and software, be made available to students in this course.

III. **SPECIAL NOTE:** Activities including field trips and the use of guest presenters from the business community are appropriate for this course.

IV. **INTENDED OUTCOMES:** After successfully completing this course, the student will be able to:

01.0 Develop keyboarding skills utilizing current technology.
02.0 Apply keyboarding skills utilizing current technology.
03.0 Explore business career opportunities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title:	Business Keyboarding
Secondary Number:	8200110
Postsecondary Number:	

01.0 DEVELOP KEYBOARDING SKILLS UTILIZING CURRENT TECHNOLOGY--The student will be able to:

01.01 Demonstrate proper keyboarding techniques.
01.02 Demonstrate keyboarding skills necessary for increased productivity.

02.0 APPLY KEYBOARDING SKILLS UTILIZING CURRENT TECHNOLOGY--The student will be able to:

02.01 Perform word processing activities.
02.02 Key activities relating to cultural diversity.
02.03 Apply keyboarding skills to interdisciplinary activities.

03.0 EXPLORE BUSINESS CAREER OPPORTUNITIES--The student will be able to:

03.01 Research business careers.
03.02 Apply problem solving skills to the research of business careers.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title: Business Management
Occupational Area: Business

	Secondary	PSAV
Program Numbers	**8215100**	**B060401**
CIP Number	0506.040100	0506.040100
Grade Level	9-12, 30, 31	30, 31
Length	3 credits	450 hours
Certification	BUS ED @4 1 @2	BUS ED @4 1 @2
	VOE @7	VOE @7
	TEACH CBE @7	TEACH CBE @7
	MANAG SUPV ¢7	MANAG SUPV @7 G
	BOOKKEEPIN @4 ¢7	BOOKKEEPIN @4 @7 G

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as manager trainees (189.167-018), forms analysts, and personnel clerks, or to provide supplemental training for persons previously or currently employed in these occupations.

The content includes instruction in the areas of planning, organizing, and controlling of a business. Emphasis is given to skill development in the area of basic business supervision. Instruction prepares individuals to make sound decisions and to manage people and functions effectively.

Listed below are the courses that comprise this program when offered at the secondary level. Schools may offer either **Core Option 1** or **Core Option 2** during 1997-98.

Core

Option 1
8209010 Keyboarding and Document Processing
AND
8206110 Business Computer Applications 1 **OR**
8207010 Emerging Technology in Business

Option 2
8209020 Business Systems and Technology 1
8209030 Business Systems and Technology 2

8215110 - Business Management and Law

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, dictation/ transcription equipment, computers, and peripheral equipment.

III. **SPECIAL NOTE:** Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership learning experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Rule 6A-10.050, FAC., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.653 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 450 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. **INTENDED OUTCOMES:** After successfully completing this program, the student will be able to:

02.0 Apply strategies of basic mathematical operations and concepts to the solution of business-related problems.
03.0 Perform keyboarding activities.
07.0 Perform communication activities.

08.0 Develop human relations skills.
09.0 Perform job application activities.
10.0 Demonstrate a knowledge of information processing concepts.
12.0 Perform decision making activities.
21.0 Demonstrate knowledge of business management skills.
22.0 Demonstrate knowledge of business law.
23.0 Demonstrate an understanding of entrepreneurship.
24.0 Demonstrate knowledge of the American enterprise system.
52.0 Exhibit positive human relations and leadership skills.
59.0 Develop employability skills.
63.0 Perform technology applications.
64.0 Identify global, legal, and financial business concepts.
65.0 Perform electronic communication activities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title:	Business Management
Secondary Number:	8215100
Postsecondary Number:	B060501

For 1996-97, INTENDED OUTCOMES listed in Business Systems and Technology 1 and Business and Technology 2 may be incorporated into this program.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.01 Verify mathematical calculations using the calculator/computer when appropriate.
02.03 Compute and discuss a variety of business-related financial calculations (payroll, interest rates, profit margins, taxes, etc.).
02.04 Complete, analyze, and correctly process business-related forms (invoices, sales slips, purchase orders, statements, etc.).
02.05 Compute, compare, and discuss pricing practices, discounts, mark-ups, mark-downs, cash vs. credit, etc.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate correct touch keyboarding techniques including the ten-key pad.
03.03 Key and apply formatting principles.
03.04 Demonstrate keyboarding speed and accuracy.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.
03.13 Demonstrate proofreading skills using proofreaders' marks.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.
07.02 Proofread and edit documents for spelling, punctuation,capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.05 Compose a brief autobiographical sketch to include career plans.
07.06 Participate in group discussion activities.

07.07 Participate in a group discussion as a leader.
07.08 Compose and key a letter of application and resume.
07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).
07.11 Obtain appropriate information from pictures, maps or signs.
07.16 Find specific information in written materials.
07.17 Prepare, outline, and deliver a short speech.
07.18 Compose and key simple business letters (including a letter of recommendation).
07.19 Research and write a business report.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.
08.02 Identify business ethics.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.05 Compose and key an updated letter of application and a resume.
09.06 Conduct a job interview.
09.07 Review and evaluate applicant's pre-employment forms, letter of application, resume, and letters of recommendation.
09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter and a letter of resignation.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.09 Identify terms commonly used in information processing.
10.10 Identify electronic business systems, equipment components, and media.
10.11 Sequence and define the six steps of a processing cycle.
10.12 Interpret operations of a flowchart of a simulated business job.
10.13 Check printout for error; correct and resubmit.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.10 Evaluate and select appropriate software package to complete assigned task.
12.12 Evaluate and select appropriate electronic resources.
12.13 Compare and select appropriate multimedia tools.
12.14 Evaluate information and choose relevant material.

21.0 DEMONSTRATE KNOWLEDGE OF BUSINESS MANAGEMENT SKILLS--The student will be able to:

21.01 Choose appropriate action in a situation requiring application of business management techniques.
21.02 Identify the major functions of management.
21.03 List the characteristics of effective leaders/managers.
21.05 List the steps in problem solving.

22.0 DEMONSTRATE KNOWLEDGE OF BUSINESS LAW--The student will be able to:

22.01 Classify contracts as legal or illegal.
22.02 Select elements of an enforceable contract from a case situation.
22.03 Classify contracts which fall within the statute of frauds.
22.05 Identify basic kinds of commercial paper.
22.05 Identify requirements of negotiability.

23.0 DEMONSTRATE AN UNDERSTANDING OF ENTREPRENEURSHIP--The student will be able to:

23.01 Define entrepreneurship.
23.02 Describe the importance of entrepreneurship to the American economy.
23.03 List the advantages and disadvantages of business ownership.
23.04 Identify the risks involved in ownership of a business.
23.05 Identify the necessary personal characteristics of a successful entrepreneur.
23.06 Identify the business skills needed to operate a small business efficiently and effectively.

24.0 DEMONSTRATE KNOWLEDGE OF THE AMERICAN ENTERPRISE SYSTEM--The student will be able to: .

24.01 Identify characteristics of the American enterprise system.
24.02 Define the economic cycle.
24.03 Illustrate the basic economic questions facing any society.
24.04 Determine the results of a change in demand or a change in supply.
24.05 List factors which contribute to economic growth.
24.06 Identify characteristics of different types of business ownership.
24.07 Identify basic types of consumer credit.

52.0 EXHIBIT POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS--The student will be able to:

52.01 Work cooperatively with others.
52.02 Identify and resolve business ethics.
52.03 Identify appropriate protocol for the work environment; such as, cultural diversity, respect, chain of command, interpersonal skills, proper attire, and professionalism.

59.0 DEVELOP EMPLOYABILITY SKILLS--The student will be able to:

59.01 Conduct a job search.
59.02 Secure information about a career.

59.03 Identify documents which may be required when applying for a job.
59.05 Identify appropriate job interview behaviors.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.05 Identify functions of operating systems.
63.06 Demonstrate the use of operation systems.
63.07 Identify ethical issues related to technology.
63.08 Demonstrate an awareness of emerging technologies.

64.0 IDENTIFY GLOBAL, LEGAL AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

64.01 List, describe and compare the characteristics of selected global economic systems.
64.02 Describe the importance of entrepreneurship in selected global economic systems.
64.03 List, describe and compare the characteristics of diverse cultures which impact business activities.
64.04 Identify basic legal issues which affect the work place.
64.05 Identify basic financial services and prepare selected financial forms.
64.06 Demonstrate an understanding of current copyright laws.
64.07 Demonstrate an understanding of ethics concerning electronic media and technology.
64.08 Demonstrate an understanding of computer security issues.

65.0 PERFORM ELECTRONIC COMMUNICATION ACTIVITIES--The student will be able to:

65.01 Identify research methods used to gather information.
65.02 Use electronic reference manuals.
65.03 Demonstrate proficiency in taking notes while gathering information.
65.04 Demonstrate interviewing techniques for gathering information.
65.05 Identify electronic research sources.
65.06 Demonstrate an understanding of electronic correspondence/conferencing.
65.07 Demonstrate appropriate electronic correspondence/conferencing etiquette.
65.08 Demonstrate effective listening skills.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8209010
Course Title: Keyboarding and Document Processing
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business technology education programs and includes the following areas: keyboarding, math, communication, and technology applications.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.01 Verify mathematical calculations using the calculator/computer when appropriate.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate correct touch keyboarding techniques including the ten-key pad.
03.03 Key and apply formatting principles.
03.04 Demonstrate keyboarding speed and accuracy.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.13 Demonstrate proofreading skills using proofreaders' marks.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.08 Demonstrate job interview techniques.

09.09 Compose and key a letter requesting a reference, follow-up letter and a letter of resignation.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.05 Identify functions of operating systems.
63.07 Identify ethical issues related to technology.
63.08 Demonstrate an awareness of emerging technology.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8206110
Course Title: Business Computer Applications 1
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide an introduction to computers and to develop entry-level skills for computer-related occupations using database, spreadsheet, and text editing.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.02 Use estimation and approximation strategies to compare, contrast, and analyze a variety of business-related financial calculations.
02.03 Compute and discuss a variety of business-related financial calculations (payroll, interest rates, profit margins, taxes, etc.).
02.06 Analyze and discuss graphs and tables as used in the business world.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.04 Demonstrate keyboarding speed and accuracy.
03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.
07.08 Compose and key a letter of application and resume.
07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).

52.0 EXHIBIT POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS--The student will be able to:

52.01 Work cooperatively with others.
52.02 Identify and resolve business ethics.
52.03 Identify appropriate protocol for the work environment; such as, cultural diversity, respect, chain of command, interpersonal skills, proper attire, and professionalism.

59.0 DEVELOP EMPLOYABILITY SKILLS--The student will be able to:

59.01 Conduct a job search.
59.02 Secure information about a career.
59.03 Identify documents which may be required when applying for a job.
59.05 Identify appropriate job interview behaviors.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.06 Demonstrate the use of operation systems.
63.08 Demonstrate an awareness of emerging technologies.

64.0 IDENTIFY GLOBAL, LEGAL AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

64.01 List, describe and compare the characteristics of selected global economic systems.
64.02 Describe the importance of entrepreneurship in selected global economic systems.
64.03 List, describe and compare the characteristics of diverse cultures which impact business activities.
64.04 Identify basic legal issues which affect the work place.
64.05 Identify basic financial services and prepare selected financial forms.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8207010
Course Title: Emerging Technology in Business
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to teach emerging technology and the effects of its application on society. The content will include, but not be limited to: Electronic research methods; business communications including speaking, listening, writing, and telecommunicating; multimedia presentation skills; ethical considerations related to technology; and emerging technologies affecting business. Instruction is designed to provide an understanding of the advances being made in technology today and in the future.

This course may substitute for Business Computer Applications 1 as a core course or is recommended as an enhancement to all business technology programs.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.10 Evaluate and select appropriate software package to complete assigned task.
12.12 Evaluate and select appropriate electronic resources.
12.13 Compare and select appropriate multi-media tools.
12.14 Evaluate information and choose relevant material.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.08 Demonstrate an awareness of emerging technologies.
63.09 Identify and define multimedia terminology.
63.10 Identify techniques for designing effective multimedia presentations.
63.11 Create and deliver a multimedia presentation.
63.12 Conduct business-related research using electronic resources.
63.13 Distribute business information electronically.
63.14 Distribute techniques for conducting a business meeting via satellite or on-line conferencing.
63.15 Participate in an electronic discussion on a business topic.

64.0 IDENTIFY GLOBAL, LEGAL, AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

64.06 Demonstrate an understanding of current copyright laws.
64.07 Demonstrate an understanding of ethics concerning electronic media and technology.
64.08 Demonstrate an understanding of computer security issues.

65.0 PERFORM ELECTRONIC COMMUNICATION ACTIVITIES--The student will be able to:

65.01 Identify research methods used to gather information.
65.02 Use electronic reference manuals.
65.03 Demonstrate proficiency in taking notes while gathering information.
65.04 Demonstrate interviewing techniques for gathering information.
65.05 Identify electronic research sources.
65.06 Demonstrate an understanding of electronic correspondence/conferencing.
65.07 Demonstrate appropriate electronic correspondence/ conferencing etiquette.
65.08 Demonstrate effective listening skills.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8215110
Course Title: Business Management and Law
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide an introduction to business management techniques. Topics include human relations, decision making, communication techniques, business law concepts, and characteristics of the American enterprise system.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.05 Compute, compare, and discuss pricing practices, discounts, mark-ups, mark-downs, cash vs. credit, etc.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.
02.10 Investigate and discuss the impact of probability and statistics in all aspects of business activities.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.06 Participate in group discussion activities.
07.07 Participate in a group discussion as a leader.
07.11 Obtain appropriate information from pictures, maps or signs.
07.16 Find specific information in written materials.
07.17 Prepare, outline, and deliver a short speech.
07.18 Compose and key simple business letters (including a letter of recommendation).
07.19 Research and write a business report.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.
08.02 Identify business ethics.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.05 Compose and key an updated letter of application and a resume.
09.06 Conduct a job interview.
09.07 Review and evaluate applicant's pre-employment forms, letter of application, resume, and letters of recommendation.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--A student will be able to:

10.09 Identify terms commonly used in information processing.
10.10 Identify electronic business systems, equipment components, and media.
10.11 Sequence and define the six steps of a processing cycle.
10.12 Interpret operations of a flowchart of a simulated business job.
10.13 Check printout for error; correct and resubmit.

21.0 DEMONSTRATE KNOWLEDGE OF BUSINESS MANAGEMENT SKILLS--The student will be able to:

21.01 Choose appropriate action in a situation requiring application of business management techniques.
21.02 Identify the major functions of management.
21.03 List the characteristics of effective leaders/managers.
21.04 List the steps in problem solving.

22.0 DEMONSTRATE KNOWLEDGE OF BUSINESS LAW--The student will be able to:

22.01 Classify contracts as legal or illegal.
22.02 Select elements of an enforceable contract from a case situation.
22.03 Classify contracts which fall within the statute of frauds.
22.04 Identify basic kinds of commercial paper.
22.05 Identify requirements of negotiability.

23.0 DEMONSTRATE AN UNDERSTANDING OF ENTREPRENEURSHIP--The student will be able to:

23.01 Define entrepreneurship.
23.02 Describe the importance of entrepreneurship to the American economy.
23.03 List the advantages and disadvantages of business ownership.
23.04 Identify the risks involved in ownership of a business.
23.05 Identify the necessary personal characteristics of a successful entrepreneur.
23.06 Identify the business skills needed to operate a small business efficiently and effectively.

24.0 DEMONSTRATE KNOWLEDGE OF THE AMERICAN ENTERPRISE SYSTEM--The student will be able to:

24.01 Identify characteristics of the American enterprise system.
24.02 Define the economic cycle.
24.03 Illustrate the basic economic questions facing any society.
24.04 Determine the results of a change in demand or a change in supply.
24.05 List factors which contribute to economic growth.
24.06 Identify characteristics of different types of business ownership.
24.07 Identify basic types of consumer credit.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Business Software Applications
Occupational Area:	Business
	PSAV
Program Numbers	**B070305**
CIP Number	0507.030501
Grade Level	30, 31
Length	600 hours
Certification	BUS ED @4 1 @2
	VOE @7
	TEACH CBE @7
	TEC ELEC $7 $G
	BUS DP @7 G
	ELECT DP @7 G
	BOOKKEEPIN @4 @7 G
	CLERICAL @7 G
	SECRETAR @7 G
	ACCTING @7 G
	MANAG SUPV @7 G

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as computer operator (213.362-010), software application specialists or to provide supplemental training for persons previously or currently employed in these occupational areas.

The content prepares individuals to utilize business software in the areas of word processing, spreadsheet, data base, and other integrated applications.

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, computers, and peripheral equipment.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organizations for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Rule 6A-10.040, FAC., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 600 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. **INTENDED OUTCOMES**: After successfully completing this program, the student will be able to:

02.0 Perform mathematical applications.
03.0 Perform keyboarding activities.
05.0 Perform business records activities.
07.0 Perform communication activities.
08.0 Develop human relations skills.
09.0 Perform job application activities.
10.0 Demonstrate a knowledge of information processing concepts.
11.0 Perform consumer economics activities.
12.0 Perform decision making activities.
14.0 Perform computer tasks.
15.0 Perform accounting software activities.
16.0 Perform database software activities.
17.0 Identify functions of computers.
19.0 Perform word processing software activities.
20.0 Perform spreadsheet software activities.
26.0 Identify functions of information processing.
27.0 Test programs.
28.0 Plan program design.
29.0 Code programs.
31.0 Perform program maintenance.
33.0 Identify communication software functions.

34.0 Perform integrated software activities.

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Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Business Software Applications
Secondary Number:
Postsecondary Number: B070305

For 1996-97, INTENDED OUTCOMES listed in Business Systems and Technology 1 and Business and Technology 2 may be incorporated into this program.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.
02.07 Determine where sufficient, insufficient, or extraneous information is given for solving a problem.
02.08 Solve mark-up and mark-down problems, using a numeric keypad.
02.09 Solve compound interest problems, using a numeric keypad and compound interest table.
02.10 Solve finance charge and annual percentage rate problems.
02.12 Interpret line graphs, circle graphs, bar graphs, and tables.
02.14 Solve commission problems, using a numeric keypad.
02.15 Compute discounts.
02.16 Apply algebraic concepts to develop and interpret spreadsheets.
02.17 Select an appropriate format and construct tables or graphs using computer software.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.05 Enter data into an accounts payable system.
05.06 Enter data into an accounts receivable system.
05.07 Enter data into a cash payments system.
05.08 Enter data into a cash receipts system.
05.09 Enter data into a payroll system.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.

07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division and accuracy of content.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.
07.06 Participate in group discussion activities.
07.08 Compose and key a letter of application and resume applying principles of standard English.
07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).
07.10 Prepare a written analysis of a chart or graph.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.
10.04 Classify fields found within an employee payroll record.
10.05 Classify fields required on a purchase requisition.
10.06 Classify characteristics of recording transactions as either on line, point of sale, or manual.
10.07 Calculate batch totals for computer processing.
10.08 Balance a payroll register.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.07 Establish priority of jobs.
12.08 Select most appropriate language for solving a problem.

14.0 PERFORM COMPUTER TASKS--The student will be able to:

14.01 List technical terms related to a computer.
14.02 Demonstrate how to access a computer.
14.03 Identify hardware components of a computer.
14.04 Operate peripherals.
14.05 Identify functions of an operating system.
14.06 Demonstrate file and diskette management using an operating system.
14.07 Set up and configure a computer system.

14.08 Demonstrate backup and restoration of a computer.
14.09 Install a software package.

15.0 PERFORM ACCOUNTING SOFTWARE ACTIVITIES--The student will be able to:

15.01 Identify the basic elements of the accounting cycle.
15.02 Prepare an eight-column work sheet.
15.03 Prepare a post-closing trial balance.
15.04 Record transactions in the general journal (journalize).
15.05 Post entries from the general journal to the general ledger.
15.06 Prepare an income statement.
15.07 Prepare an equity statement.
15.08 Prepare a balance sheet.
15.09 Prepare, record, and post adjusting entries.
15.10 Prepare, record, and post closing entries.
15.11 Identify financial report content for the accounting cycle.
15.12 Set up an integrated accounting package for an accounting cycle on a computer.

16.0 PERFORM DATABASE SOFTWARE ACTIVITIES--The student will be able to:

16.01 Design and document the file structure.
16.02 Input and save the database.
16.03 Maintain data files.
16.04 Sort and index data files.
16.05 Modify the file structure.
16.06 Generate custom reports from the data file.
16.07 Query a database (browse and skip records).
16.08 Design input screen, define editing and validate.
16.09 Define a database program.
16.10 Determine the input/output requirements for a database system.
16.11 Create a database file.
16.12 Debug and test program.
16.13 Prepare documentation for a database file for end users.
16.14 Construct conditional branching and program loops.

17.0 IDENTIFY FUNCTIONS OF COMPUTERS--The student will be able to:

17.01 Identify computer hardware and software.
17.02 Identify generic data processing terms.
17.03 Identify the relationship between a source document and a single transaction on a unit of record.
17.04 Identify major types of careers in data processing with the duties performed and educational requirements needed.
17.05 Sequence and define the steps of a processing cycle.
17.06 Identify symbols used in flowchart application.

19.0 PERFORM WORD PROCESSING SOFTWARE ACTIVITIES--The student will be able to:

19.01 Create, edit, print and save files using word processing software.
19.02 Identify desktop publishing software.

20.0 PERFORM SPREADSHEET SOFTWARE ACTIVITIES--The student will be able to:

20.01 Interpret a spreadsheet.
20.02 Create and print spreadsheets.
20 03 Create and print a graph.
20.04 Prepare and print a financial spreadsheet.

26.0 IDENTIFY FUNCTIONS OF INFORMATION PROCESSING--The student will be able to:

26.01 Identify characteristics of high-level languages.
26.02 Identify characteristics of operating systems.
26.03 Identify characteristics of sequential, indexed sequential, random and direct files.

27.0 TEST PROGRAMS--The student will be able to:

27.01 Develop data for use in program testing.
27.02 Perform debugging activities.
27.03 Evaluate program test results.

28.0 PLAN PROGRAM DESIGN--The student will be able to:

28.01 Prepare a system flowchart.
28.02 Prepare a detailed flowchart for coding a program.
28.03 Prepare a printer spacing chart.
28.04 Examine existing utility programs and subroutines for application to a job.

29.0 CODE PROGRAMS--The student will be able to:

29.01 Code a program in a high-level language for a business application program.
29.02 Utilize reference manuals for debugging in a high-level language.
29.03 Utilize sequential, indexed sequential, random or direct files.

31.0 PERFORM PROGRAM MAINTENANCE--The student will be able to:

31.01 Review modification of programs.
31.02 Update existing programs and documentation with changes.
31.03 Locate requested information, verify totals, and manually correct errors on a computer printout.

33.0 IDENTIFY COMMUNICATION SOFTWARE FUNCTIONS--The student will be able to:

33.01 Identify communication software.
33.02 Access communication software.
33.03 Identify networking systems.

34.0 PERFORM INTEGRATED SOFTWARE ACTIVITIES--The student will be able to:

34.01 Identify integrated software applications.

34.02 Prepare documents using integrated software.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title: Computer Applications
Occupational Area: Business

	Secondary	PSAV
Program Numbers	**8206100**	**B070302**
CIP Number	0507.030200	0507.030200
Grade Level	9-12, 30, 31	30, 31
Length	3 credits	450 hours
Certification	BUS ED @4 1 @2	BUS ED @4 1 @2
	VOE @7	VOE @7
	TEACH CBE @7	TEACH CBE @7
	TEC ELEC ¢7	TEC ELEC $7 $G
	BUS DP ¢7	BUS DP @7 G
	ELECT DP ¢7	ELECT DP @7 G
	BOOKKEEPIN @4 ¢7	BOOKKEEPIN @4 @7 G

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as computer operators, except peripheral equipment (56011317) or data processing clerks, or to provide supplemental training for persons previously or currently employed in this occupational area.

The computer applications program prepares individuals to operate electronic data processing computers. Instruction includes the review of program instructions, determination of procedures for a specific run, readying equipment for operation, manipulation and monitoring of controls during operation, trouble-shooting, and on- and off-line operations.

This program focuses on broad, transferable skills and stresses understanding and demonstration of the following elements of the computer operations industry; planning, management, finance, technical and production skills, underlying principles of technology, labor issues, community issues and health, safety, and environmental issues. Listed below are the courses that comprise this program when offered at the secondary level. Schools may offer either **Core Option 1** or **Core Option 2** during 1997-98.

Core

Option 1
8209010 Keyboarding and Document Processing
AND
8206110 Business Computer Applications 1 **OR**
8207010 Emerging Technology in Business

Option 2
8209020 Business Systems and Technology 1
8209030 Business Systems and Technology 2

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, computers, and peripheral equipment.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership learning experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with rule 6A-10.040, FAC., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/ course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 450 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. **INTENDED OUTCOMES**: After successfully completing this program, the student will be able to:

02.0 Apply strategies of basic mathematical operations and concepts to the solution of business-related problems
03.0 Perform keyboarding activities.
05.0 Perform business records activities.
07.0 Perform communication activities.
09.0 Perform job application activities.
12.0 Perform decision making activities.
14.0 Perform computer tasks.
44.0 Perform data management activities.
45.0 Process incoming jobs and final output.
46.0 Evaluate business computer operations.
52.0 Exhibit positive human relations and leadership skills.
59.0 Develop employability skills.
63.0 Perform technology applications.
64.0 Identify global, legal and financial business concepts.
65.0 Perform electronic communication activities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title:	Computer Applications
Secondary Number:	8206100
Postsecondary Number:	B070302

For 1996-97, INTENDED OUTCOMES listed in Business Systems and Technology 1 and Business and Technology 2 may be incorporated into this program.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.01 Verify mathematical calculations using the calculator/computer when appropriate.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate correct touch keyboarding techniques including the ten-key pad.
03.03 Key and apply formatting principles.
03.04 Demonstrate keyboarding speed and accuracy.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.
03.13 Demonstrate proofreading skills using proofreaders' marks.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.05 Enter data into an accounts payable system.
05.06 Enter data into an accounts receivable system.
05.07 Enter data into a cash payments system.
05.08 Enter data into a cash receipts system.
05.09 Enter data into a payroll system.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.
07.08 Compose and key a letter of application and resume.
07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter and a letter of resignation.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.10 Evaluate and select appropriate software package to complete assigned tasks.
12.12 Evaluate and select appropriate electronic resources.
12.13 Compare and select appropriate multi-media tools.
12.14 Evaluate information and choose relevant material.

14.0 PERFORM COMPUTER TASKS--The student will be able to:

14.04 Operate peripherals.
14.10 Prepare computer schedule for several days or more job specifications.
14.11 Change forms on printer.
14.12 Complete operator log of jobs.
14.13 Prepare a job execution.
14.14 Perform preventive systems maintenance.
14.15 Make a change in hardware configuration using installation/modification reference manual as a guideline.
14.16 Load and run a utility program.
14.17 Determine status of processing and pending jobs.
14.18 Maintain guidelines for computer center security.
14.19 Maintain guidelines for maintenance and control of documentation and manuals.
14.20 Maintain equipment and document all equipment failures.
14.21 Maintain an inventory of data processing hardware and software.
14.22 Perform backup/restore activities for programs and data files.

44.0 PERFORM DATA MANAGEMENT ACTIVITIES--The student will be able to:

44.01 Apply file and diskette management procedures.

45.0 PROCESS INCOMING JOBS AND FINAL OUTPUT--The student will be able to:

45.01 Verify computer output against user request specifications.
45.02 Prepare a log and determine status of processing and pending jobs.

45.03 Prepare a job for computer processing by obtaining input data, selecting appropriate storage media, selecting required operating instructions, and starting job according to installation standards.
45.04 File printouts and magnetic storage media.

46.0 EVALUATE BUSINESS COMPUTER OPERATIONS--The student will be able to:

46.01 Observe computer operations in a business/industry setting, or by audiovisual presentations.
46.02 Identify tasks performed by computer operations personnel.
46.03 Compare tasks performed by computer operations personnel.

(NOTE: It is recommended that the student performance standards in outcome 46.0 take place in a business/industry setting.)

52.0 EXHIBIT POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS--The student will be able to:

52.01 Work cooperatively with others.
52.02 Identify and resolve business ethics.
52.03 Identify appropriate protocol for the work environment; such as, cultural diversity, respect, chain of command, interpersonal skills, proper attire, and professionalism.

59.0 DEVELOP EMPLOYABILITY SKILLS--The student will be able to:

59.01 Conduct a job search.
59.02 Secure information about a career.
59.03 Identify documents which may be required when applying for a job.
59.05 Identify appropriate job interview behaviors.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.05 Identify functions of operating systems.
63.06 Demonstrate the use of operation systems.
63.07 Identify ethical issues related to technology.
63.08 Demonstrate an awareness of emerging technologies.

64.0 IDENTIFY GLOBAL, LEGAL AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

64.01 List, describe and compare the characteristics of selected global economic systems.
64.02 Describe the importance of entrepreneurship in selected global economic systems.
64.03 List, describe and compare the characteristics of diverse cultures which impact business activities.
64.04 Identify basic legal issues which affect the work place.

64.05 Identify basic financial services and prepare selected financial forms.

65.0 PERFORM ELECTRONIC COMMUNICATION ACTIVITIES--The student will be able to.

65.01 Identify research methods used to gather information.
65.02 Use electronic reference manuals.
65.03 Demonstrate proficiency in taking notes while gathering information.
65.04 Demonstration interviewing techniques for gathering information.
65.05 Identify electronic research sources.
65.06 Demonstrate an understanding of electronic correspondence/conferencing.
65.07 Demonstrate appropriate electronic correspondence/conferencing.
65.08 Demonstrate effective listening skills.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8209010
Course Title: Keyboarding and Document Processing
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business technology education programs and includes the following areas: keyboarding, math, communication, and technology applications.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.01 Verify mathematical calculations using the calculator/computer when appropriate.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate correct touch keyboarding techniques including the ten-key pad.
03.03 Key and apply formatting principles.
03.04 Demonstrate keyboarding speed and accuracy.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.13 Demonstrate proofreading skills using proofreaders' marks.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.08 Demonstrate job interview techniques.

09.09 Compose and key a letter requesting a reference, follow-up letter and a letter of resignation.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.05 Identify functions of operating systems.
63.07 Identify ethical issues related to technology.
63.08 Demonstrate an awareness of emerging technology.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8206110
Course Title: Business Computer Applications 1
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide an introduction to computers and to develop entry-level skills for computer-related occupations using database, spreadsheet, and text editing.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

- 02.02 Use estimation and approximation strategies to compare, contrast, and analyze a variety of business-related financial calculations.
- 02.03 Compute and discuss a variety of business-related financial calculations (payroll, interest rates, profit margins, taxes, etc.).
- 02.06 Analyze and discuss graphs and tables as used in the business world.
- 02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
- 02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

- 03.04 Demonstrate keyboarding speed and accuracy.
- 03.08 Key a memorandum to multiple recipients.
- 03.09 Key business letters with enumerated items.
- 03.10 Key material from handwritten copy.
- 03.11 Key labels.
- 03.12 Key a two-page letter.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 07.01 Locate, interpret and apply oral/written communications.
- 07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
- 07.03 Follow oral and written instructions.
- 07.05 Compose and key business correspondence and related documents.
- 07.06 Participate in group discussion activities.
- 07.08 Compose and key a letter of application and resume.
- 07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).

52.0 EXHIBIT POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS--The student will be able to:

52.01 Work cooperatively with others.
52.02 Identify and resolve business ethics.
52.03 Identify appropriate protocol for the work environment; such as, cultural diversity, respect, chain of command, interpersonal skills, proper attire, and professionalism.

59.0 DEVELOP EMPLOYABILITY SKILLS--The student will be able to:

59.01 Conduct a job search.
59.02 Secure information about a career.
59.03 Identify documents which may be required when applying for a job.
59.05 Identify appropriate job interview behaviors.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.06 Demonstrate the use of operation systems.
63.08 Demonstrate an awareness of emerging technologies.

64.0 IDENTIFY GLOBAL, LEGAL AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

64.01 List, describe and compare the characteristics of selected global economic systems.
64.02 Describe the importance of entrepreneurship in selected global economic systems.
64.03 List, describe and compare the characteristics of diverse cultures which impact business activities.
64.04 Identify basic legal issues which affect the work place.
64.05 Identify basic financial services and prepare selected financial forms.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8207010
Course Title: Emerging Technology in Business
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to teach emerging technology and the effects of its application on society. The content will include, but not be limited to: Electronic research methods; business communications including speaking, listening, writing, and telecommunicating; multimedia presentation skills; ethical considerations related to technology; and emerging technologies affecting business. Instruction is designed to provide an understanding of the advances being made in technology today and in the future.

This course may substitute for Business Computer Applications 1 as a core course or is recommended as an enhancement to all business technology programs.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

- 12.10 Evaluate and select appropriate software package to complete assigned task.
- 12.12 Evaluate and select appropriate electronic resources.
- 12.13 Compare and select appropriate multi-media tools.
- 12.14 Evaluate information and choose relevant material.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

- 63.08 Demonstrate an awareness of emerging technologies.
- 63.09 Identify and define multimedia terminology.
- 63.10 Identify techniques for designing effective multimedia presentations.
- 63.11 Create and deliver a multimedia presentation.
- 63.12 Conduct business-related research using electronic resources.
- 63.13 Distribute business information electronically.
- 63.14 Distribute techniques for conducting a business meeting via satellite or on-line conferencing.
- 63.15 Participate in an electronic discussion on a business topic.

64.0 IDENTIFY GLOBAL, LEGAL, AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

- 64.06 Demonstrate an understanding of current copyright laws.
- 64.07 Demonstrate an understanding of ethics concerning electronic media and technology.
- 64.08 Demonstrate an understanding of computer security issues.

65.0 PERFORM ELECTRONIC COMMUNICATION ACTIVITIES--The student will be able to:

65.01 Identify research methods used to gather information.
65.02 Use electronic reference manuals.
65.03 Demonstrate proficiency in taking notes while gathering information.
65.04 Demonstrate interviewing techniques for gathering information.
65.05 Identify electronic research sources.
65.06 Demonstrate an understanding of electronic correspondence/conferencing.
65.07 Demonstrate appropriate electronic correspondence/ conferencing etiquette.
65.08 Demonstrate effective listening skills.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8206120
Course Title: Business Computer Applications 2
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to develop computer management skills.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.
02.09 Apply concepts of forecasting with financial information using appropriate technology (graphing calculators, business calculators and/or computer software) for written and oral presentations.

07.0 PERFORM COMMUNICATIONS ACTIVITIES--The student will be able to:

07.20 Compose business correspondence and reports applying principles of standard English.

12.0 PERFORM DECISION-MAKING ACTIVITIES--The student will be able to:

12.09 Prepare and verify document output against specifications set by the requester.
12.10 Evaluate and select appropriate software package to complete assigned tasks.
12.11 Select options to format documents to meet user specifications in an attractive format.

14.0 PERFORM COMPUTER TASKS--The student will be able to:

14.04 Operate peripherals such as scanners, voice-input devices, CD-ROMS, and modems.
14.09 Set up (install) and configure a computer software package.
14.15 Make a change in hardware configuration.
14.20 Maintain equipment and document all equipment failures.
14.22 Perform backup/restore activities for programs and data files.
14.23 Perform operating system functions.

16.0 PERFORM DATABASE SOFTWARE ACTIVITIES--The student will be able to:

16.10 Determine the input/output requirements for a database system.
16.11 Create a database file.
16.13 Prepare documentation for a database file for end users.

16.15 Modify the structure of the database file.
16.17 Demonstrate applications of macros pertaining to database files.

19.0 PERFORM WORD PROCESSING SOFTWARE ACTIVITIES--The student will be able to:

19.01 Create, edit, print and save files using word processing software.
19.03 Create and print a document using desktop publishing software.
19.04 Demonstrate applications of macros pertaining to word processing documents.

20.0 PERFORM SPREADSHEET SOFTWARE ACTIVITIES--The student will be able to:

20.02 Create and print spreadsheets.
20.03 Create and print a graph.
20.05 Demonstrate applications of macros pertaining to spreadsheet documents.

33.0 IDENTIFY COMMUNICATION SOFTWARE FUNCTIONS--The student will be able to:

33.01 Identify communication software.
33.02 Access communication software.
33.03 Identify networking systems.

34.0 PERFORM INTEGRATED SOFTWARE ACTIVITIES--The student will be able to:

34.01 Identify integrated software applications.
34.02 Prepare documents using integrated software.
34.03 Create a business presentation (multi-media or presentation software).

44.0 PERFORM DATA MANAGEMENT ACTIVITIES--The student will be able to:

44.01 Apply file and diskette management procedures.

45.0 PROCESSING INCOMING JOBS AND FINAL OUTPUT--The student will be able to:

45.02 Prepare a log and determine status of processing and pending jobs.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Computer Applications in Business 1
Occupational Area:	Business
	Secondary
Program Numbers	**8200220**
CIP Number	0507.9999MS
Grade Level	6-8, 30, 31
Length	.50 credits
Certification	BUS ED @4 1 @2 TEACH CBE @7 VOE @7

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this course is to acquaint students with career opportunities in the field of computers as well as hands-on, practical experience using application software. The student will be able to use business decision making and problem solving methods, identify the parts and functions of a computer system, perform computer activities, identify uses of the computer and become familiar with occupations dealing with computer hardware and software.

II. **LABORATORY ACTIVITIES**: Laboratory activities are an essential part of this course. This course has been designed as a hands-on class. It is essential that computers and software be made available to students.

III. **SPECIAL NOTE**: Activities including field trips and the use of guest presenters from the business community are appropriate for this course.

IV. **INTENDED OUTCOMES**: After successfully completing this course, the student will be able to:

01.0 Demonstrate computer literacy.
02.0 Perform computer activities using independent and integrated software packages.
03.0 Develop problem-solving skills.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Computer Applications In Business 1
Secondary Number: 8200220
Postsecondary Number:

01.0 DEMONSTRATE COMPUTER LITERACY--The student will be able to:

01.01 Identify basic computer terminology.
01.02 Demonstrate the steps necessary to "boot up" a computer system.
01.03 Utilize computer directories to locate files.
01.04 Identify the basic components of a computer system.
01.05 Describe occupations dealing with computer hardware and software.

02.0 PERFORM COMPUTER ACTIVITIES USING INDEPENDENT AND INTEGRATED SOFTWARE PACKAGES--The student will be able to:

02.01 Create business documents using a word processing program.
02.02 Create business documents using a database program.
02.03 Create business documents using a spreadsheet program.
02.04 Create a business document using an integrated software program.

03.0 DEVELOP PROBLEM-SOLVING SKILLS--The student will be able to:

03.01 Develop a group plan for creation of a business document.
03.02 Demonstrate brain-storming techniques.
03.03 Make an oral and/or written presentation related to a business oriented task.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Computer Applications in Business 2
Occupational Area:	Business
	Secondary
Program Numbers	**8200210**
CIP Number	0507.9999EX
Grade Level	6-9
Length	.50 credit
Certification	BUS ED @4 1 @2 VOE @7 TEACH CBE @7

I. **MAJOR CONCEPTS/CONTENT**: The purpose of the course is to refine and add to the student's ability in using integrated application software, expanding the level and speed of the student's keyboarding (typing) and decision making skills acquired in Computer Applications in Business 1.

Emphasis will be placed on work ethics, productivity and quality. The student, working individually and within groups, will be able to use business decision making and problem solving techniques to develop a simulated work activity to produce a quality product.

II. **LABORATORY ACTIVITIES**: Laboratory activities are an essential part of this course. This course has been designed as a hands-on class. It is essential that an integrated program, including word processing, database and spreadsheet be employed.

III. **SPECIAL NOTE**: This course emphasizes teamwork, solid and productive work ethics, cooperation and listening skills to train the student for the work place. Decision making and group interaction procedures are employed in this course. The teacher becomes a facilitator of learning; the students are encouraged to question, interact and produce.

IV. **INTENDED OUTCOMES**: After successfully completing this course, the student will be able to:

01.0 Perform mathematical applications.
02.0 Perform keyboarding activities.
03.0 Perform communication activities.
04.0 Demonstrate proper and safe procedures while working with technological tools, apparatus, equipment, systems and materials.
05.0 Perform technology applications.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title:	Computer Applications In Business 2
Secondary Number:	8200210
Postsecondary Number:	

01.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

01.01 Apply addition, subtraction, multiplication and division skills to the solution of business-related problems using a calculator/computer.

02.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

02.01 Key documents and apply formatting principles.
02.02 Key material from handwritten copy.

03.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

03.01 Locate, interpret and record information retrieved from written resources.
03.02 Follow oral and written instruction.
03.03 Participate in group discussion activities.
03.04 Compose and revise sentences applying principles of standard English.

04.0 DEMONSTRATE PROPER AND SAFE PROCEDURES WHILE WORKING WITH TECHNOLOGICAL TOOLS, APPARATUS, EQUIPMENT, SYSTEMS AND MATERIALS--The student will be able to:

04.01 Follow lab safety rules and procedures.
04.02 Demonstrate good housekeeping at work stations within total lab.
04.03 Exercise care and respect for all tools, equipment and materials.

05.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

05.01 Prepare simple documents using the basic functions and commands of word processing software.
05.02 Prepare simple documents using the basic functions and commands of database software.
05.03 Prepare simple documents using the basic functions and commands of spreadsheet software.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Computer Information Systems Analysis
Occupational Area:	Business
	PSV
CIP Number	0507.030600
Grade Level	College Credits
Length	AS Degree
Certification	

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as systems analysts (25102085), junior systems analysts, software application programmers, information systems specialists or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to analyze microcomputer oriented operating procedures and software applications packages in order to devise efficient methods of accomplishing work, plan study of work problems and procedures, such as organization changes, communications, information flow, integrated production methods, inventory control, or cost analysis; study existing data handling systems to evaluate effectiveness, and develop new systems to meet projected needs.

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and include the use of various software packages using keyboarding/typewriting systems, computers, and peripheral equipment.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is an associate degree.

IV. **INTENDED OUTCOMES**: After successfully completing this program, the student will be able to:

01.0 Perform math computations.
02.0 Perform keyboarding/typewriting activities.
03.0 Perform accounting activities.
04.0 Perform communication activities.
05.0 Perform human relations skills.
06.0 Develop appropriate grooming habits.
07.0 Perform job application activities.
08.0 Develop leadership skills.
09.0 Perform consumer economic activities.
10.0 Perform decision making activities.
11.0 Perform computer math computations.
12.0 Perform data file activities.
13.0 Perform fundamental computer programming activities.
14.0 Perform computer information systems analysis activities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Computer Information Systems Analysis
Secondary Number:
Postsecondary Number: 0507.030600

01.0 PERFORM MATH COMPUTATIONS--The student will be able to:

01.01 Solve addition, subtraction, multiplication, and division problems manually.
01.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
01.03 Solve problems involving decimals and fractions.
01.04 Solve problems involving percentages and discounts using a calculator.
01.05 Solve problems involving comparison shopping using a calculator.
01.06 Interpret graphs and tables.
01.07 Solve finance charge and annual percentage rate problems using a calculator.
01.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
01.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
01.10 Solve problems involving perimeter or area of a rectangular region.
01.11 Solve problems involving length, width, or height.
01.12 Solve problems involving capacity.

02.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

02.01 Demonstrate keyboarding/typewriting techniques.
02.02 Identify operative parts of keyboarding equipment.
02.03 Identify formatting principles.
02.04 Demonstrate speed and accuracy in typing straight copy material.

03.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

03.01 Record transactions in a general journal.
03.02 Post entries from a general journal to a general ledger.
03.03 Prepare a worksheet.
03.04 Prepare an income statement.
03.05 Prepare an owner's equity statement.
03.06 Prepare a balance sheet.
03.07 Journalize and post adjusting entries.
03.08 Journalize and post closing entries.
03.09 Prepare a postclosing trial balance.
03.10 Prepare checks and stubs.
03.11 Endorse checks using special endorsements.
03.12 Prepare a deposit slip and adjust checkbook.
03.13 Prepare a bank reconciliation.

03.14 Maintain petty cash records.
03.15 Record transactions in special journals.
03.16 Post journal entries to subsidiary ledgers.
03.17 Prepare payroll records.
03.18 Interpret financial statements.
03.19 Demonstrate a knowledge of the accounting cycle.

04.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

04.01 Follow oral and written instructions.
04.02 Prepare, outline, and deliver a short oral presentation.
04.03 Participate in group discussion as a member and as a leader.
04.04 Obtain appropriate information from graphics, maps, or signs.
04.05 Locate and record information retrieved from written resources including current business periodicals.
04.06 Research and compose a document containing statistical information.
04.07 Spell and define words, including business terminology.
04.08 Prepare visual material to support an oral presentation.
04.09 Compose reports, program documentation, and other appropriate materials.
04.10 Communicate orally with personnel of various backgrounds and technical skills.
04.11 Write a business report.

05.0 PERFORM HUMAN RELATIONS SKILLS--The student will be able to:

05.01 Demonstrate appropriate work habits.
05.02 Identify traits that promote good human relations and increase job performance.
05.03 Analyze and develop written solutions to behavior problems affecting job performance.

06.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

06.01 Identify appropriate attire and grooming for a business office.

07.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

07.01 Identify sources of employment opportunities.
07.02 Complete employment forms.
07.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
07.04 Compose and type a follow-up letter.
07.05 Compose and type a letter of application and a resume.
07.06 Compose and type a letter of resignation.
07.07 Demonstrate job interview skills.
07.08 Identify methods for securing an employment reference.

08.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

08.01 Prepare an agenda.
08.02 Demonstrate the ability to conduct an orderly meeting.
08.03 Greet and introduce individuals.

08.04 Demonstrate self-motivation and responsibility to complete an assigned task.
08.05 Identify the attributes of successful leadership.

09.0 PERFORM CONSUMER ECONOMIC ACTIVITIES--The student will be able to:

09.01 Identify basic concepts of the American economic system.
09.02 Identify basic types and sources of consumer credit.

10.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

10.01 List the steps in problem solving.
10.02 Demonstrate the ability to determine the proper priority of work.
10.03 Prepare a day's schedule for an employer.
10.04 Choose appropriate action in situations requiring application of business ethics.
10.05 Choose appropriate action in situations requiring following a chain of command.
10.06 Choose appropriate action in situations requiring effective time management.
10.07 Identify ways to assign work to others.

11.0 PERFORM COMPUTER MATH COMPUTATIONS--The student will be able to:

11.01 Demonstrate knowledge of computer systems.
11.02 Demonstrate knowledge of computer arithmetic: logic/truth tables.

12.0 PERFORM DATA FILE ACTIVITIES--The student will be able to:

12.01 Select the most efficient method of file organization for a given situation.
12.02 Identify security procedures to maintain integrity of files.

13.0 PERFORM FUNDAMENTAL COMPUTER PROGRAMMING ACTIVITIES--The student will be able to:

13.01 Demonstrate a knowledge of computer concepts and terminology.
13.02 Identify basic computer components and their functions.
13.03 Identify tasks adaptable to computer solutions.
13.04 Identify characteristics of various operating systems.
13.05 Identify the major steps in program analysis, development and implementation.
13.06 Develop documentation giving program specifications.
13.07 Construct documentation utilizing logic/analysis tools.
13.08 Utilize an appropriate programming language to code the program solution.
13.09 Develop appropriate test data for program execution.
13.10 Test, debug and modify documentation and/or programs.
13.11 Complete necessary forms and documents for production runs and operational procedures.
13.12 Provide documentation to implement the programming package into the system.

13.13 Utilize standard utility packages.
13.14 Write a program that produces a formatted report.

14.0 PERFORM COMPUTER INFORMATION SYSTEMS ANALYSIS ACTIVITIES--The student will be able to:

14.01 Prepare appropriate systems and analysis charts and other visual aids.
14.02 Describe the major steps in the systems development cycle.
14.03 Identify the type of software package most appropriate to the solution of a problem.
14.04 Identify the most appropriate software package and perform word processing activities.
14.05 Identify the most appropriate software package and perform electronic spreadsheet activities.
14.06 Identify the most appropriate software package and perform database/filing activities.
14.07 Identify the most appropriate software package and perform graphics activities.
14.08 Identify the most appropriate software package and perform integrated software activities.
14.09 Identify the most appropriate software package and perform data communications activities.
14.10 Identify the most appropriate software package and perform accounting/financial activities.
14.11 Identify the most appropriate software package and perform specialized activities such as CAD/CAM, statistical analysis, process control, etc.
14.12 Identify situations where software packages and/or custom developed packages need to be integrated with each other.
14.13 Identify situations where software packages and/or hardware need to be integrated with software/hardware available on other types of computers.
14.14 Write specialized application routines utilizing macros, database programming, and command files.
14.15 Select appropriate hardware devices to accomplish assigned tasks.
14.16 Identify causes of common hardware/software malfunctions.
14.17 Identify appropriate vendor sources for software, hardware and auxiliary supplies.
14.18 Identify skills necessary to install software packages.
14.19 Identify skills needed to train users in the operation of a software package.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Computer Programming
Occupational Area:	Business
	PSAV
Program Numbers	**B070300**
CIP Number	0511.020100
Grade Level	30,31
Length	600 hours
Certification	BUS DP @7 G TEC ELEC $7 $G ELECT DP @7 G BOOKKEEPIN @4 @7 G

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as programmers, business (030.162-014) and data control clerks, or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to monitor and maintain data processing programs and operate computers, peripheral, and data entry equipment.

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, computers, and peripheral equipment.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organizations for providing leadership learning experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Rule 6A-10.040, FAC., the minimum basic skills grade level required for the postsecondary adult vocational program is:

Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

July 1997 of this program for the average achieving student is 600 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV.0 **INTENDED OUTCOMES**: After successfully completing this program, the student will be able to:

02.0 Perform mathematical applications.
03.0 Perform keyboarding activities.
05.0 Perform business records activities.
07.0 Perform communication activities.
08.0 Develop human relations skills.
09.0 Perform job application activities.
10.0 Demonstrate a knowledge of information processing concepts.
11.0 Perform consumer economics activities.
12.0 Perform decision making activities.
17.0 Identify functions of computers.
26.0 Identify functions of information processing.
27.0 Test programs.
28.0 Plan program design.
29.0 Code programs.
31.0 Perform program maintenance.
32.0 Evaluate business computer programming tasks.
50.0 Perform advanced business computer programming techniques.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

PROGRAM TITLE: Computer Programming
POSTSECONDARY NUMBER: B070300

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.
02.12 Interpret line graphs, circle graphs, bar graphs, and tables.
02.15 Compute discounts.
02.16 Apply algebraic concepts to develop and interpret spreadsheets.
02.17 Select an appropriate format and construct tables or graphs using computer software.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.05 Enter data into an accounts payable system.
05.06 Enter data into an accounts receivable system.
05.07 Enter data into a cash payments system.
05.08 Enter data into a cash receipts system.
05.09 Enter data into a payroll system.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division and accuracy of content.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.
07.06 Participate in group discussion activities.
07.08 Compose and key a letter of application and resume applying principles of standard English.
07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).
07.10 Prepare a written analysis of a chart or graph.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.
10.04 Classify fields found within an employee payroll record.
10.05 Classify fields required on a purchase requisition.
10.06 Classify characteristics of recording transactions as either on line, point of sale, or manual.
10.07 Calculate batch totals for computer processing.
10.08 Balance a payroll register.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:
12.07 Establish priority of jobs.
12.08 Select most appropriate language for solving a problem.

17.0 IDENTIFY FUNCTIONS OF COMPUTERS--The student will be able to:

17.01 Identify computer hardware and software.
17.02 Identify generic data processing terms.
17.03 Identify the relationship between a source document and a single transaction on a unit of record.
17.04 Identify major types of careers in data processing with the duties performed and educational requirements needed.
17.05 Sequence and define the steps of a processing cycle.
17.06 Identify symbols used in flowchart application.

26.0 IDENTIFY FUNCTIONS OF INFORMATION PROCESSING--The student will be able to:
26.01 Identify characteristics of high-level languages.
26.02 Identify characteristics of operating systems.
26.03 Identify characteristics of sequential, indexed sequential, random and direct files.
26.04 Identify needs for software development in business.
26.05 Identify causes of software development problems in business.
26.06 Identify the historical development of structured programming.
26.07 Identify most appropriate languages for solving business problems.
26.08 Identify high-level language program structure.

26.09 Identify high-level language elements.
26.10 Identify high-level language program contents.
26.11 Identify high-level language commands.

27.0 TEST PROGRAMS--The student will be able to:

27.01 Develop data for use in program testing.
27.02 Perform debugging activities.
27.03 Evaluate program test results.

28.0 PLAN PROGRAM DESIGN--The student will be able to:

28.01 Prepare a system flowchart.
28.02 Prepare a detailed flowchart for coding a program.
28.03 Prepare a printer spacing chart.
28.04 Examine existing utility programs and subroutines for application to a job.

29.0 CODE PROGRAMS--The student will be able to:

29.01 Code a program in a high-level language for a business application program.
29.02 Utilize reference manuals for debugging in a high-level language.
29.03 Utilize sequential, indexed sequential, random or direct files.

31.0 PERFORM PROGRAM MAINTENANCE--The student will be able to:

31.01 Review modification of programs.
31.02 Update existing programs and documentation with changes.
31.03 Locate requested information, verify totals, and manually correct errors on a computer printout.

32.0 EVALUATE BUSINESS COMPUTER PROGRAMMING TASKS--The student will be able to:
32.01 Observe business computer programming in a business/industry setting, or by audio-visual presentations.
32.02 Identify tasks performed by business computer programming personnel.
32.03 Compare tasks performed by computer programmers.
(NOTE:It is recommended that the student performance standards in outcome 32.0 take place in a business/industry setting).

50.0 PERFORM ADVANCED BUSINESS COMPUTER PROGRAMMING TECHNIQUES--The student will be:

50.01 Write a high-level language program which incorporates control breaks.
50.02 Write a high-level language program which includes at least one table and a table lock-up routine.
50.03 Write a high-level language program using any combination of sort options.
50.04 Write a high-level language program to print a newly created master file.

50.05 Write a high-level language program to call a subroutine into an existing program using the appropriate statements.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Computer Programming and Applications
Occupational Area:	Business
	PSV
CIP Number	0507.030500
Grade Level	College Credits
Length	AS Degree
Certification	

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as programmers, chief, business (020.167-018), information systems programmers, process control programmers, electronic data processing managers, and programmers/analysts or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to analyze business situations and to design, develop and write computer programs; to store, locate, and retrieve specific documents, data, and information; analyze problems using logic/analysis tools, code into computer language; test, monitor, debug, document and maintain computer programs.

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and include the design and development of computer programs using keyboarding/ typewriting systems, computers, and peripheral equipment.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is an associate degree.

IV. **INTENDED OUTCOMES**: After successfully completing this program, the student will be able to:

01.0 Perform math computations.
02.0 Perform keyboarding/typewriting activities.
03.0 Perform accounting activities.
04.0 Perform communication activities.
05.0 Perform human relations skills.
06.0 Develop appropriate grooming habits.
07.0 Perform job application activities.
08.0 Develop leadership skills.
09.0 Perform consumer economic activities.
10.0 Perform decision making activities.
11.0 Perform computer math computations.
12.0 Perform data file activities.
13.0 Perform fundamental computer programming activities.
14.0 Perform programming/analysis activities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Computer Programming And Applications
Secondary Number:
Postsecondary Number: 0507.030500

01.0 PERFORM MATH COMPUTATIONS--The student will be able to:

01.01 Solve addition, subtraction, multiplication, and division problems manually.

01.02 Solve addition, subtraction, multiplication, and division problems using a calculator.

01.03 Solve problems involving decimals and fractions.

01.04 Solve problems involving percentages and discounts using a calculator.

01.05 Solve problems involving comparison shopping using a calculator.

01.06 Interpret graphs and tables.

01.07 Solve finance charge and annual percentage rate problems using a calculator.

01.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.

01.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.

01.10 Solve problems involving perimeter or area of a rectangular region.

01.11 Solve problems involving length, width, or height.

01.12 Solve problems involving capacity.

02.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

02.01 Demonstrate keyboarding/typewriting techniques.

02.02 Identify operative parts of keyboarding equipment.

02.03 Identify formatting principles.

02.04 Demonstrate speed and accuracy in typing straight copy material.

03.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

03.01 Record transactions in a general journal.

03.02 Post entries from a general journal to a general ledger.

03.03 Prepare a worksheet.

03.04 Prepare an income statement.

03.05 Prepare an owner's equity statement.

03.06 Prepare a balance sheet.

03.07 Journalize and post adjusting entries.

03.08 Journalize and post closing entries.

03.09 Prepare a postclosing trial balance.

03.10 Prepare checks and stubs.

03.11 Endorse checks using special endorsements.

03.12 Prepare a deposit slip and adjust checkbook.

03.13 Prepare a bank reconciliation.

03.14 Maintain petty cash records.
03.15 Record transactions in special journals.
03.16 Post journal entries to subsidiary ledgers.
03.17 Prepare payroll records.
03.18 Interpret financial statements.
03.19 Demonstrate a knowledge of the accounting cycle.

04.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

04.01 Follow oral and written instructions.
04.02 Prepare, outline, and deliver a short oral presentation.
04.03 Participate in group discussion as a member and as a leader.
04.04 Obtain appropriate information from graphics, maps, or signs.
04.05 Locate and record information retrieved from written resources including current business periodicals.
04.06 Research and compose a document containing statistical information.
04.07 Spell and define words, including business terminology.
04.08 Prepare visual material to support an oral presentation.
04.09 Compose reports, program documentation, and other appropriate materials.
04.10 Communicate orally with personnel of various backgrounds and technical skills.
04.11 Write a business report.

05.0 PERFORM HUMAN RELATIONS SKILLS--The student will be able to:

05.01 Demonstrate appropriate work habits.
05.02 Identify traits that promote good human relations and increase job performance.
05.03 Analyze and develop written solutions to behavior problems affecting job performance.

06.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

06.01 Identify appropriate attire and grooming for a business office.

07.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

07.01 Identify sources of employment opportunities.
07.02 Complete employment forms.
07.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
07.04 Compose and type a follow-up letter.
07.05 Compose and type a letter of application and a resume.
07.06 Compose and type a letter of resignation.
07.07 Demonstrate job interview skills.
07.08 Identify methods for securing an employment reference.

08.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

08.01 Prepare an agenda.
08.02 Demonstrate the ability to conduct an orderly meeting.

08.03 Greet and introduce individuals.
08.04 Demonstrate self-motivation and responsibility to complete an assigned task.
08.05 Identify the attributes of successful leadership.

09.0 PERFORM CONSUMER ECONOMIC ACTIVITIES--The student will be able to:

09.01 Identify basic concepts of the American economic system.
09.02 Identify basic types and sources of consumer credit.

10.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

10.01 List the steps in problem solving.
10.02 Demonstrate the ability to determine the proper priority of work.
10.03 Prepare a day's schedule for an employer.
10.04 Choose appropriate action in situations requiring application of business ethics.
10.05 Choose appropriate action in situations requiring following a chain of command.
10.06 Choose appropriate action in situations requiring effective time management.
10.07 Identify ways to assign work to others.

11.0 PERFORM COMPUTER MATH COMPUTATIONS--The student will be able to:

11.01 Demonstrate knowledge of computer number systems.
11.02 Demonstrate knowledge of computer arithmetic, logic/truth tables and algebraic considerations as they apply to programming.

12.0 PERFORM DATA FILE ACTIVITIES--The student will be able to:

12.01 Select the most efficient method of file organization for a given situation.

13.0 PERFORM FUNDAMENTAL COMPUTER PROGRAMMING ACTIVITIES--The student will be able to:

13.01 Demonstrate a knowledge of computer concepts and terminology.
13.02 Identify basic computer components and their functions.
13.03 Identify tasks adaptable to computer solutions.
13.04 Identify characteristics of various operating systems.
13.05 Identify the major steps in program analysis, development and implementation.
13.06 Develop documentation giving program specifications.
13.07 Construct documentation utilizing logic/analysis tools.
13.08 Utilize an appropriate programming language to code the program solution.
13.09 Develop appropriate test data for program execution.
13.10 Test, debug and modify documentation and/or programs.
13.11 Complete necessary forms and documents for production runs and operational procedures.

13.12 Provide documentation to implement the programming package into the system.
13.13 Utilize standard utility packages.
13.14 Write a program that produces a formatted report.

14.0 PERFORM PROGRAMMING/ANALYSIS ACTIVITIES--The student will be able to:

14.01 Demonstrate competencies by writing data file programs in more than one programming language.
14.02 Write a program that utilizes single or double dimensional arrays to solve a problem.
14.03 Write a program which creates, merges, accesses, sorts, and updates sequential files.
14.04 Write a program which creates, merges, accesses, sorts, and updates indexed sequential files.
14.05 Write a program which creates, merges, accesses, sorts, and updates random files.
14.06 Identify file organizations appropriate to linked lists, hashing functions, or indexing.
14.07 Demonstrate knowledge of various data communication techniques.
14.08 Demonstrate knowledge of data base fundamentals.
14.09 Demonstrate knowledge of how to apply analysis techniques to solve business problems.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Court Reporting
Occupational Area:	Business
	PSAV
Program Numbers	**B070602**
CIP Number	0507.060200
Grade Level	30, 31
Length	2850 hours
Certification	BUS ED @4 1 @2 TEACH CBE @7 VOE @7 STENOG @4 SECRETAR @7 G

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as shorthand reporters (202.362-010), court clerks, court reporters, court reporter typists, or scopists or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares persons to use machine shorthand to record examination proceedings, testimony, judicial opinion, judge's charge to jury, judgment or sentence of court, or other proceedings and prepare transcripts. Instruction includes specialized terminology and procedures used in the legal, medical, and insurance fields; and, skills for recording two, three, and four-way conversations.

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and include the use of typewriters, shorthand machines, and a computer-aided transcription (CAT) system.

III. **SPECIAL NOTE**: An internship is part of this program. Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

In accordance with Rule 6A-10.040, FAC., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 10.0, Reading 10.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 2850 hours.

IV. **INTENDED OUTCOMES:** After successfully completing this program, the student will be able to:

01.0 Perform communication activities.
02.0 Perform keyboarding/typewriting activities.
03.0 Demonstrate employability skills.
04.0 Demonstrate knowledge of legal principles and terminology.
05.0 Demonstrate knowledge of medical systems and terminology.
06.0 Perform machine shorthand skills.
07.0 Perform court reporting activities.
08.0 Demonstrate knowledge of computer/information systems.
09.0 Prepare for court reporter certification.
10.0 Demonstrate an understanding of entrepreneurship.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Court Reporting
Secondary Number:
Postsecondary Number: B070602

For 1996-97, INTENDED OUTCOMES listed in Business Systems and Technology 1 and Business and Technology 2 may be incorporated into this program.

01.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

01.01 Apply basic rules of English grammar, spelling, punctuation and capitalization to sentences, paragraphs, compositions and transcripts.
01.02 Use appropriate vocabulary.

02.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

02.01 Achieve a minimum of two 5-minute timed writings from unfamiliar material at a minimum of 60 net words per minute or 70 gross words per minute with a maximum of 5 errors.
02.02 Type and correct single and multi-page business letters and envelopes.
02.03 Proofread typewritten copies.

03.0 DEMONSTRATE EMPLOYABILITY SKILLS--The student will be able to:

03.01 Complete application forms.
03.02 Compose and type resume.
03.03 Compose and type application letter.
03.04 Demonstrate appropriate job interview skills.
03.05 Demonstrate appropriate dress and grooming.
03.06 Conduct a job search.
03.07 Identify documents which may be required when applying for a job interview.
03.08 Identify or demonstrate appropriate responses to criticism from employer, supervisor or other employees.
03.09 Identify acceptable work habits.
03.10 Demonstrate knowledge of how to make job changes appropriately.
03.11 Demonstrate acceptable employee health habits.
03.12 Demonstrate a knowledge of the "Florida Right-To-Know Law" as recorded in Florida Statutes Chapter 442.

04.0 DEMONSTRATE KNOWLEDGE OF LEGAL PRINCIPLES AND TERMINOLOGY--The student will be able to:

04.01 Identify and define legal and latin terminologies.
04.02 Identify basic legal concepts including civil and criminal law.
04.03 Explain the various court systems.
04.04 Explain the judicial system, including discovery, trial and appellate processes.
04.05 Define hearings and arbitrations.

04.06 Explain the legislative process.

05.0 DEMONSTRATE KNOWLEDGE OF MEDICAL SYSTEMS AND TERMINOLOGY--The student will be able to:

05.01 Identify the musculoskeletal system and the other body systems and functions.
05.02 Identify and spell medical terms including prefixes, root words and suffixes.
05.03 Identify and spell mental and physical diseases and drugs.
05.04 Use the Physician's Desk Reference.
05.05 Identify methods of researching medical information such as names and descriptions of diseases and drugs.

06.0 PERFORM MACHINE SHORTHAND SKILLS--The student will be able to:

06.01 Write a conflict-free shorthand system
06.02 Read aloud from shorthand notes, quickly locating portions to be read, maintaining composure while reading, reading distinctly and with authority to the satisfaction of the instructor.
06.03 Record and transcribe a minimum of two 5-minute 2-voice testimony tests at a rate of speed and accuracy as specified by the National Court Reporters Association.
06.04 Record and transcribe a minimum of two 5-minute jury charge tests at a rate of speed and accuracy as specified by the National Court Reporters Association.
06.05 Record and transcribe a minimum of two 5-minute literary tests at a rate of speed and accuracy as specified by the National Court Reporters Association.

07.0 PERFORM COURT REPORTING ACTIVITIES--The student will be able to:

07.01 Assume the role of the shorthand reporter through simulated trials and depositions, performing the following functions: administering an oath, marking and handling exhibits, indexing and storing notes, exercising responsibility for reporting the proceeding.
07.02 Prepare a salable transcript of an actual or simulated court proceeding by producing at least 10 pages of transcript in two hours or less including: title page, index, direct and cross examination, jury charge/opening and/or closing statements, certification page.
07.03 Define the terms of real-time and on-line translation.
07.04 Define the terms "CLVS" and describe the reporter's role in a video deposition.
07.05 Apply the NCRA Code of Professional Conduct in simulated situations and case studies.
07.06 Identify the appropriate reference sources used in transcript preparation.
07.07 Complete a verified internship of at least 50 hours of which 40 hours shall be spent in actual writing time.

08.0 DEMONSTRATE KNOWLEDGE OF COMPUTER/INFORMATION SYSTEMS--The student will be able to:

08.01 Operate a computer-aided transcription (CAT) system.
08.02 Produce salable transcripts on a computer-aided transcription system including title page, index, certification page, direct and cross examination, parentheticals, colloquy, and such other entries as may appear in a given case.
08.03 Perform care and maintenance of basic computer hardware.
08.04 Explain the role that litigation support software plays in the judicial process.
08.05 Explain the application of various software packages in a reporting environment.

09.0 PREPARE FOR COURT REPORTER CERTIFICATION--The student will be able to:

09.01 Review court reporting terminology and procedures.
09.02 Achieve minimum shorthand speeds.

10.0 DEMONSTRATE AN UNDERSTANDING OF ENTREPRENEURSHIP--The student will be able to:

10.01 Define entrepreneurship.
10.02 Describe the importance of entrepreneurship to the American economy.
10.03 List the advantages and disadvantages of business ownership.
10.04 Identify the risks involved in ownership of a business.
10.05 Identify the necessary personal characteristics of a successful entrepreneur.
10.06 Identify the business skills needed to operate a small business efficiently and effectively.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Court Reporting Technology
Occupational Area:	Business
	PSV
CIP Number	0507.060201
Grade Level	College Credits
Length	AS Degree

I. **MAJOR CONCEPTS/CONTENT:** The purpose of this program is to prepare students for employment as court clerks, administrative (243.262-010), scopists, and reporting agency owner/managers or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares persons to use machine shorthand to record examination proceedings, testimony, judicial opinion, judge's charge to jury, judgment or sentence of court, or other proceedings, prepare transcripts, or manage a court reporter department/office/agency. Instruction includes specialized terminology and procedures used in the legal, medical, and insurance fields; and, skills for recording two, three, and four-way conversations.

II. **LABORATORY ACTIVITIES:** Laboratory activities are an integral part of this program and include the use of typewriters, calculators, shorthand machines, and a computer-aided transcription (CAT) system.

III. **SPECIAL NOTE:** An internship is part of this program.

Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The typical length of this program for the average achieving student is an associate degree.

IV. **INTENDED OUTCOMES:** After successfully completing this program, the student will be able to:

01.0 Perform math computations.
02.0 Perform communication activities.
03.0 Perform keyboarding/typewriting activities.

04.0 Apply employability skills.
05.0 Perform office procedures and operating practices.
06.0 Perform recordkeeping activities.
07.0 Demonstrate professional responsibility and development.
08.0 Demonstrate knowledge of legal and medical terminology.
09.0 Demonstrate knowledge of computer/information systems.
10.0 Perform shorthand skills.
11.0 Perform research activities.
12.0 Perform court reporting activities.
13.0 Perform decision making activities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

PROGRAM TITLE: Court Reporting Technology
POSTSECONDARY NUMBER: 0507.060201

01.0 PERFORM MATH COMPUTATIONS--The student will be able to:

01.01 Solve addition, subtraction, multiplication, and division problems consisting of whole numbers, decimal numbers, and mixed numbers manually.
01.02 Solve addition, subtraction, multiplication, and division problems using a ten-key calculator.
01.03 Convert proper fractions to decimals.
01.04 Convert decimals to proper fractions.
01.05 Convert percentage to proper fractions.
01.06 Convert improper fractions to mixed numbers.
01.07 Convert mixed numbers to improper fractions.
01.08 Round off numbers to designated decimal places.
01.09 Round off mixed numbers to whole numbers.
01.10 Calculate simple interest.
01.11 Calculate cash discounts.

02.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

02.01 Spell and define words.
02.02 Follow oral instructions.
02.03 Write grammatically correct sentences.
02.04 Write sentences with correct punctuation, capitalization, abbreviations, and numbers.
02.05 Compose and type business letters.
02.06 Compose and type interoffice memoranda.
02.07 Proofread and edit printed material for accuracy and meaning using proofreaders' symbols.
02.08 Write a research business report.
02.09 Give an oral presentation.
02.10 Compose and dictate for recording medium.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify principles of keyboarding/typewriting.
03.03 Demonstrate speed and accuracy in typing straight copy as defined by the National Shorthand Reporters Association.
03.04 Demonstrate speed and accuracy in typing non-technical material at a page rated defined by the National Shorthand Reporters Association.
03.05 Type and correct single and multi-page business letters and envelopes.
03.06 Type interoffice memoranda.
03.07 Proofread typewritten copies.

03.08 Type business letters containing special features, enumerated items and tabulated material requiring different sizes of stationery.
03.09 Type bound and unbound manuscripts with footnotes.
03.10 Complete production material within a specified time limit.
03.11 Type minutes of a meeting.

04.0 APPLY EMPLOYABILITY SKILLS--The student will be able to:

04.01 Complete application forms.
04.02 Compose and type resume.
04.03 Compose and type application letter.
04.04 Demonstrate appropriate job interview skills.
04.05 Demonstrate appropriate dress and grooming.

05.0 PERFORM OFFICE PROCEDURES AND OPERATING PRACTICES--The student will be able to:

05.01 Identify telephone services and types of calls.
05.02 Locate telephone numbers and addresses.
05.03 Apply techniques of placing and answering calls.
05.04 Apply principles of alphabetic filing system.
05.05 Index and file shorthand notes.
05.06 Identify rules and regulations for destruction of notes.
05.07 Maintain appointment book.
05.08 Identify reprographic methods.
05.09 List appropriate equipment and supplies for a job.
05.10 Identify equipment, supply, and repair sources.
05.11 Identify mailing methods and services.
05.12 Process incoming and outgoing mail.

06.0 PERFORM RECORDKEEPING ACTIVITIES--The student will be able to:

06.01 Demonstrate basic bookkeeping procedures.
06.02 Maintain income and expense records for tax purposes.

07.0 DEMONSTRATE PROFESSIONAL RESPONSIBILITY AND DEVELOPMENT--The student will be able to:

07.01 Exhibit appropriate work habits and attitudes.
07.02 Develop solutions to job-related personal behavior problems.
07.03 Identify purposes of parliamentary procedure.
07.04 Identify confidentiality requirements relative to conduct and ethics.
07.05 Apply time management techniques.
07.06 Recognize professional reporting associations.
07.07 Recognize technical developments in the reporting field.
07.08 Create a professional development plan.
07.09 Identify the reporter's role as a notary public.
07.10 Complete notary application.

08.0 DEMONSTRATE KNOWLEDGE OF LEGAL AND MEDICAL TERMINOLOGY--The student will be able to:

08.01 Identify and spell legal terminology.
08.02 Identify and spell Latin terminology.
08.03 Identify and spell medical terminology.

09.0 DEMONSTRATE KNOWLEDGE OF COMPUTER/INFORMATION SYSTEMS--The student will be able to:

09.01 Identify computer hardware and peripherals.
09.02 Identify software applications.
09.03 Input, translate, edit, and output verbatim proceedings utilizing a CAT system.
09.04 Scope text appearing on CRT to correct errors and/or mistranslations.

10.0 PERFORM SHORTHAND SKILLS--The student will be able to:

10.01 Demonstrate the application of conflict-free shorthand theory.
10.02 Read aloud from shorthand notes at a rate as specified by the National Shorthand Reporters Association.
10.03 Utilize computer-aided transcription (CAT) for keying shorthand.
10.04 Record unfamiliar two-voice testimony dictation at a rate as specified by the National Shorthand Reporters Association.

10.05 Transcribe two-voice testimony at the minimum accuracy level as specified by the National Shorthand Reporters Association.
10.06 Record unfamiliar jury charge dictation at the rate as specified by the National Shorthand Reporters Association.
10.07 Transcribe jury charge dictation at the minimum accuracy level as specified by the National Shorthand Reporters Association.
10.08 Record unfamiliar literacy dictation at a rate as specified by the National Shorthand Reporters Association.
10.09 Transcribe literacy dictation at the minimum accuracy level as specified by the National Shorthand Reporters Association.

11.0 PERFORM RESEARCH ACTIVITIES--The student will be able to:

11.01 List the courts of Florida and identify jurisdiction.
11.02 List the courts of the Federal system and identify jurisdiction.
11.03 Identify legal and medical reference sources.
11.04 Identify standard legal research sources.
11.05 Identify general reference materials, directories, and dictionaries.
11.06 Identify elements of case citations.
11.07 Verify names, technical terms, quotations, and citations.

12.0 PERFORM COURT REPORTING ACTIVITIES--The student will be able to:

12.01 Define the role of the shorthand reporter in proceedings.
12.02 Identify unspoken actions required in the record.
12.03 Record, transcribe, and edit deposition according to Florida rules of procedure.
12.04 Record, transcribe, and edit jury trial according to Florida rules of procedure.
12.05 Demonstrate swearing or affirmation of witness.

12.06 Mark exhibits.
12.07 Complete a verified internship.

13.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

13.01 List the steps in problem solving.
13.02 Demonstrate the ability to determine the proper priority of work.
13.03 Choose appropriate action in situations requiring application of business ethics.
13.04 Select the vendor of office supplies and equipment to be purchased.
13.05 Evaluate job applicants on the basis of interviews.
13.06 Select items to include in new employees' orientation.
13.07 Budget office expenses.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Data Entry	
Occupational Area:	Business	
	Secondary	PSAV
Program Numbers	**8206200**	**B070303**
CIP Number	0507.030300	0507.030300
Grade Level	9-12, 30, 31	30, 31
Length	2 credits	300 hours
Certification	BUS ED @4 1 @2	BUS ED @4 1 @2
	TEACH CBE @7	TEACH CBE @7
	TEC ELEC ¢7	TEC ELEC $7 $G
	BUS DP ¢7	BUS DP @7 G
	VOE @7	VOE @7
	ELECT DP ¢7	ELECT DP @7 G
	BOOKKEEPIN @4 ¢7	BOOKKEEPIN @4 @7 G

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as data entry keyers, except composing (56017383), data entry operators, data typists, or peripheral equipment operators, or to provide supplemental training for persons previously or currently employed in this occupational area.

The content prepares individuals to operate key entry devices to convert source documents to machine input media for electronic data processing; to verify and convert data; and to monitor equipment during operation.

This program focuses on broad, transferable skills and stresses understanding and demonstration of the following elements of the Data Entry industry: planning, management, finance, technical and production skills, underlying principles of technology, labor issues, community issues and health, safety, and environmental issues.

Listed below are the courses that comprise this program when offered at the secondary level. Schools may offer either **Core Option 1** or **Core Option 2** during 1997-98.

Core

Option 1

8209010 Keyboarding and Document Processing

AND

8206110 Business Computer Applications 1 **OR**

8207010 Emerging Technology in Business

Option 2

8209020 Business Systems and Technology 1

8209030 Business Systems and Technology 2

II. **LABORATORY ACTIVITIES:** Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, computers, and peripheral equipment.

III. **SPECIAL NOTE:** Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership learning experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Rule 6A-10.040, FAC., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 300 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. **INTENDED OUTCOMES:** After successfully completing this program, the student will be able to:

02.0 Apply strategies of basic mathematical operations and concepts to the solution of business-related problems.
03.0 Perform keyboarding activities.
07.0 Perform communication activities.
09.0 Perform job application activities.
12.0 Perform decision making activities.
52.0 Exhibit positive human relations and leadership skills.
59.0 Develop employability skills.
63.0 Perform technology applications.
64.0 Identify global, legal and financial business concepts.
65.0 Perform electronic communication activities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title:	Data Entry
Secondary Number:	8206200
Postsecondary Number:	B070303

For 1996-97, INTENDED OUTCOMES listed in Business Systems and Technology 1 and Business and Technology 2 may be incorporated into this program.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.01 Verify mathematical calculations using the calculator/computer when appropriate.
02.02 Use estimation and approximation strategies to compare, contrast, and analyze a variety of business-related financial calculations.
02.03 Compute and discuss a variety of business-related financial calculations (payroll, interest rates, profit margins, taxes, etc.).
02.06 Analyze and discuss graphs and tables as used in the business world.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate correct touch keyboarding techniques including the ten-key pad.
03.03 Key and apply formatting principles.
03.04 Demonstrate keyboarding speed and accuracy.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.
03.13 Demonstrate proofreading skills using proofreaders' marks.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.
07.08 Compose and key a letter of application and resume.
07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter and a letter of resignation.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.10 Evaluate and select appropriate software package to complete assigned task.
12.12 Evaluate and select appropriate electronic resources.
12.13 Compare and select appropriate multimedia tools.
12.14 Evaluate information and choose relevant material.

52.0 EXHIBIT POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS--The student will be able to:

52.01 Work cooperatively with others.
52.02 Identify and resolve business ethics.
52.03 Identify appropriate protocol for the work environment; such as, cultural diversity, respect, chain of command, interpersonal skills, proper attire, and professionalism.

59.0 DEVELOP EMPLOYABILITY SKILLS--The student will be able to:

59.01 Conduct a job search.
59.02 Secure information about a career.
59.03 Identify documents which may be required when applying for a job.
59.05 Identify appropriate job interview behaviors.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.05 Identify functions of operating systems.
63.06 Demonstrate the use of operation systems.
63.07 Identify ethical issues related to technology.
63.08 Demonstrate an awareness of emerging technologies.

64.0 IDENTIFY GLOBAL, LEGAL AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

64.01 List, describe and compare the characteristics of selected global economic systems.
64.02 Describe the importance of entrepreneurship in selected global economic systems.
64.03 List, describe and compare the characteristics of diverse cultures which impact business activities.
64.04 Identify basic legal issues which affect the work place.
64.05 Identify basic financial services and prepare selected financial forms.

65.0 PERFORM ELECTRONIC COMMUNICATION ACTIVITIES--The student will be able to:

65.01 Identify research methods used to gather information.
65.02 Use electronic reference manuals.
65.03 Demonstrate proficiency in taking notes while gathering information.
65.04 Demonstrate interviewing techniques for gathering information.
65.05 Identify electronic research sources.
65.06 Demonstrate an understanding of electronic correspondence/conferencing.
65.07 Demonstrate appropriate electronic correspondence/conferencing etiquette.
65.08 Demonstrate effective listening skills.

Program: 8206200 Data Entry

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8209010
Course Title: Keyboarding and Document Processing
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business technology education programs and includes the following areas: keyboarding, math, communication, and technology applications.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.01 Verify mathematical calculations using the calculator/computer when appropriate.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate correct touch keyboarding techniques including the ten-key pad.
03.03 Key and apply formatting principles.
03.04 Demonstrate keyboarding speed and accuracy.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.13 Demonstrate proofreading skills using proofreaders' marks.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.08 Demonstrate job interview techniques.

09.09 Compose and key a letter requesting a reference, follow-up letter and a letter of resignation.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.05 Identify functions of operating systems.
63.07 Identify ethical issues related to technology.
63.08 Demonstrate an awareness of emerging technology.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8206110
Course Title: Business Computer Applications 1
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide an introduction to computers and to develop entry-level skills for computer-related occupations using database, spreadsheet, and text editing.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

- 02.02 Use estimation and approximation strategies to compare, contrast, and analyze a variety of business-related financial calculations.
- 02.03 Compute and discuss a variety of business-related financial calculations (payroll, interest rates, profit margins, taxes, etc.).
- 02.06 Analyze and discuss graphs and tables as used in the business world.
- 02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
- 02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

- 03.04 Demonstrate keyboarding speed and accuracy.
- 03.08 Key a memorandum to multiple recipients.
- 03.09 Key business letters with enumerated items.
- 03.10 Key material from handwritten copy.
- 03.11 Key labels.
- 03.12 Key a two-page letter.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 07.01 Locate, interpret and apply oral/written communications.
- 07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
- 07.03 Follow oral and written instructions.
- 07.05 Compose and key business correspondence and related documents.
- 07.06 Participate in group discussion activities.
- 07.08 Compose and key a letter of application and resume.
- 07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).

52.0 EXHIBIT POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS--The student will be able to:

52.01 Work cooperatively with others.
52.02 Identify and resolve business ethics.
52.03 Identify appropriate protocol for the work environment; such as, cultural diversity, respect, chain of command, interpersonal skills, proper attire, and professionalism.

59.0 DEVELOP EMPLOYABILITY SKILLS--The student will be able to:

59.01 Conduct a job search.
59.02 Secure information about a career.
59.03 Identify documents which may be required when applying for a job.
59.05 Identify appropriate job interview behaviors.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.06 Demonstrate the use of operation systems.
63.08 Demonstrate an awareness of emerging technologies.

64.0 IDENTIFY GLOBAL, LEGAL AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

64.01 List, describe and compare the characteristics of selected global economic systems.
64.02 Describe the importance of entrepreneurship in selected global economic systems.
64.03 List, describe and compare the characteristics of diverse cultures which impact business activities.
64.04 Identify basic legal issues which affect the work place.
64.05 Identify basic financial services and prepare selected financial forms.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8207010
Course Title: Emerging Technology in Business
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to teach emerging technology and the effects of its application on society. The content will include, but not be limited to: Electronic research methods; business communications including speaking, listening, writing, and telecommunicating; multimedia presentation skills; ethical considerations related to technology; and emerging technologies affecting business. Instruction is designed to provide an understanding of the advances being made in technology today and in the future.

This course may substitute for Business Computer Applications 1 as a core course or is recommended as an enhancement to all business technology programs.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

- 12.10 Evaluate and select appropriate software package to complete assigned task.
- 12.12 Evaluate and select appropriate electronic resources.
- 12.13 Compare and select appropriate multi-media tools.
- 12.14 Evaluate information and choose relevant material.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

- 63.08 Demonstrate an awareness of emerging technologies.
- 63.09 Identify and define multimedia terminology.
- 63.10 Identify techniques for designing effective multimedia presentations.
- 63.11 Create and deliver a multimedia presentation.
- 63.12 Conduct business-related research using electronic resources.
- 63.13 Distribute business information electronically.
- 63.14 Distribute techniques for conducting a business meeting via satellite or on-line conferencing.
- 63.15 Participate in an electronic discussion on a business topic.

64.0 IDENTIFY GLOBAL, LEGAL, AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

- 64.06 Demonstrate an understanding of current copyright laws.
- 64.07 Demonstrate an understanding of ethics concerning electronic media and technology.
- 64.08 Demonstrate an understanding of computer security issues.

65.0 PERFORM ELECTRONIC COMMUNICATION ACTIVITIES--The student will be able to:

65.01 Identify research methods used to gather information.
65.02 Use electronic reference manuals.
65.03 Demonstrate proficiency in taking notes while gathering information
65.04 Demonstrate interviewing techniques for gathering information.
65.05 Identify electronic research sources.
65.06 Demonstrate an understanding of electronic correspondence/conferencing.
65.07 Demonstrate appropriate electronic correspondence/ conferencing etiquette.
65.08 Demonstrate effective listening skills.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Electronic/Desktop Publishing
Occupational Area:	Business
	PSAV
CIP Number	0507.080103
Grade Level	30, 31
Length	450 hours
Certification	BUS ED @4 1 @2 VOE @7 TEACH CBE @7 CLERICAL @7 G SECRETAR @7 G STRENOG @4 ELECT DP @7 G BUS DP @7 G

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as data entry keyers, composing (56021384), layout designers, composition supervisors, designers, phototypesetters, composer/editors, or to provide supplemental training for persons previously or currently employed in these occupations.

A phototypesetting specialist is an employee who is a word processing operator who enters special codes while keyboarding and revising text that is to be output on a photocomposition system. The individual will use knowledge of points, picas, typefaces, leading, format requirements, production techniques, and other aspects of typesetting and printing.

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems and electronic equipment for storage, retrieval, and printing purposes.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are define as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher, and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which

the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Rule 6A-10.040, FAC., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

This typical length of this program for the average achieving student is 450 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV.0 **INTENDED OUTCOMES**: After successfully completing this program, the student will be able to:

02.0 Perform mathematical applications.
03.0 Perform keyboarding activities.
07.0 Perform communication activities.
08.0 Develop human relations skills.
09.0 Perform job application activities.
10.0 Demonstrate a knowledge of information processing concepts.
11.0 Perform consumer economics activities.
12.0 Perform decision making activities.
30.0 Perform electronic/desktop publishing operations.
47.0 Demonstrate knowledge of electronic/desktop publishing.
48.0 Perform mechanical creative support operations concepts.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Electronic/Desktop Publishing
Postsecondary Number: B070638

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:
- 02.01Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
- 02.02Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:
- 03.01 Demonstrate keyboarding techniques.
- 03.02 Identify operative parts of keyboarding equipment.
- 03.03 Identify formatting principles.
- 03.04 Demonstrate speed and accuracy in entering straight-copy material.
- 03.05 Key business letters and envelopes.
- 03.06 Key interoffice memoranda.
- 03.07 Key tabulated information.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:
- 07.01 Locate, interpret and record information retrieved from written resources.
- 07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division and accuracy of content.
- 07.03 Follow oral and written instructions.
- 07.04 Compose a brief autobiographical sketch to include career plans.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:
- 08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:
- 09.01 Complete employment forms.
- 09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
- 09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:
- 10.01 Identify applications of computers in business.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:
- 11.01 Identify basic concepts of the American economic system.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:
- 12.01 Determine work priorities.

30.0 PERFORM ELECTRONIC/DESKTOP PUBLISHING OPERATIONS--The student will be able to:
- 30.01 Identify machine specifications and functions.

30.02 Prepare computer printer and scanner for operations.
30.03 Create a variety of documents using current electronic publishing software.
30.04 Scan documents.
30.05 Print documents with color vaporation spot color and process color and crop marks.
30.06 Proofread electronically and manually.
30.07 Perform manipulative disk file functions.
30.08 Perform text manipulation functions.
30.09 Perform graphic manipulation functions using the most used graphic software.
30.10 Produce a portfolio.

47.0 DEMONSTRATE A KNOWLEDGE OF ELECTRONIC/DESKTOP PUBLISHING--The student will be able to:
47.01 Identify the skills needed by an electronic desktop publisher.
47.02 Identify significant developments in the electronic/desktop publishing industry.
47.03 Define commonly used terms in graphic communications.
47.04 Identify characteristics of paper.
47.05 Identify software used in electronic/desktop publishing.

48.0 PERFORM MECHANICAL CREATIVE SUPPORT OPERATIONS CONCEPTS--The student will be able to:
48.01 Identify characteristics of type, type families, type series, and type styles.
48.02 Identify elements of design.
48.03 Copyfit and markup (specify type sizes and styles).
48.04 Paste up mechanical elements electronically.
48.05 Check and compare completed mechanical to comprehensive layout for final proofing.
48.06 Prepare rough layout design.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title: Financial Records
Occupational Area: Business

	Secondary	PSAV
Program Numbers	**8203100**	**B070199**
CIP Number	0507.019901	0507.019901
Grade Level	9-12, 30, 31	30, 31
Length	3 credits	450 hours
Certification	BUS ED @4 1 @2	BUS ED @4 1 @2
	VOE @7	VOE @7
	TEACH CBE @7	TEACH CBE @7
	ACCTING ¢7	ACCTING @7 G
	BOOKKEEPIN @4 ¢7	BOOKKEEPIN @4 @7 G

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as payroll and timekeeping clerks (55341323) and statistical clerks or to provide supplemental training for persons previously or currently employed in these occupational areas.

The content includes such activities as keeping and verifying records of business or financial transactions; receiving and disbursing money in banks or other establishments; computing and verifying amounts due for goods and services; preparing payrolls and timekeeping records; and posting primary financial or statistical data to accounting records.

This program focuses on broad, transferable skills and stresses understanding and demonstration of the following elements of the Financial Records industry; planning, management, finance, technical and production skills, underlying principles of technology, labor issues, community issues and health, safety, and environmental issues.
Listed below are the courses that comprise this program when offered at the secondary level. Schools may offer either **Core Option 1** or **Core Option 2** during 1997-98.

Core

Option 1
8209010 Keyboarding and Document Processing
AND
8206110 Business Computer Applications 1 **OR**
8207010 Emerging Technology in Business

Option 2
8209020 Business Systems and Technology 1
8209030 Business Systems and Technology 2

8203010 - Accounting 1

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems; calculators, computers, and peripheral equipment.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership learning experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Rule 6A-10.040, FAC., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 450 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. **INTENDED OUTCOMES**: After successfully completing this program, the student will be able to:

02.0 Apply strategies of basic mathematical operations and concepts to the solution of business-related problems
03.0 Perform keyboarding activities.
07.0 Perform communication activities.
09.0 Perform job application activities.
12.0 Perform decision making activities.
13.0 Perform accounting activities.
52.0 Exhibit positive human relations and leadership skills.
59.0 Develop employability skills.
63.0 Perform technology applications.
64.0 Identify global, legal and financial business concepts.
65.0 Perform electronic communication activities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title:	Financial Records
Secondary Number:	8203100
Postsecondary Number:	B070199

For 1996-97, INTENDED OUTCOMES listed in Business Systems and Technology 1 and Business and Technology 2 may be incorporated into this program.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION--The student will be able to:

- 02.01 Verify mathematical calculations using the calculator/computer when appropriate.
- 02.02 Use estimation and approximation strategies to compare, contrast, and analyze a variety of business-related financial calculations.
- 02.03 Compute and discuss a variety of business-related financial calculations (payroll, interest rates, profit margins, taxes, etc.).
- 02.06 Analyze and discuss graphs and tables as used in the business world.
- 02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
- 02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

- 03.01 Demonstrate correct touch keyboarding techniques including the ten-key pad.
- 03.03 Key and apply formatting principles.
- 03.04 Demonstrate keyboarding speed and accuracy.
- 03.05 Key business letters and envelopes.
- 03.06 Key interoffice memoranda.
- 03.07 Key tabulated information.
- 03.08 Key a memorandum to multiple recipients.
- 03.09 Key business letters with enumerated items.
- 03.10 Key material from handwritten copy.
- 03.11 Key labels.
- 03.12 Key a two-page letter.
- 03.13 Demonstrate proofreading skills using proofreaders' marks.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 07.01 Locate, interpret and apply oral/written communications.
- 07 02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
- 07.03 Follow oral and written instructions.
- 07.04 Compose a brief autobiographical sketch to include career plans.

07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.
07.08 Compose and key a letter of application and resume.
07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter and a letter of resignation.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.10 Evaluate and select appropriate software package to complete assigned tasks.
12.11 Select options to format documents to meet user specifications in an attractive format.
12.12 Evaluate and select appropriate electronic resources.
12.13 Compare and select appropriate multi-media tools.
12.14 Evaluate information and choose relevant material.

13.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

13.01 Identify accounting terms and concepts and employ accounting procedures to start and operate a business organized as a proprietorship.
13.02 Calculate employee earnings and deductions; complete payroll records; prepare payroll checks; and analyze, journalize and post payroll transactions, preparing payroll tax reports.
13.03 Identify accounting terms and concepts and employ accounting procedures to operate a business organized as a partnership.

52.0 EXHIBIT POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS--The student will be able to:

52.01 Work cooperatively with others.
52.02 Identify and resolve business ethics.
52.03 Identify appropriate protocol for the work environment; such as, cultural diversity, respect, chain of command, interpersonal skills, proper attire, and professionalism.

59.0 DEVELOP EMPLOYABILITY SKILLS--The student will be able to:

59.01 Conduct a job search.
59.02 Secure information about a career.
59.03 Identify documents which may be required when applying for a job.
59.05 Identify appropriate job interview behaviors.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.05 Identify functions of operating systems.
63.06 Demonstrate the use of operation systems.
63.07 Identify ethical issues related to technology.
63.08 Demonstrate an awareness of emerging technology.

64.0 IDENTIFY GLOBAL, LEGAL AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

64.01 List, describe and compare the characteristics of selected global economic systems.
64.02 Describe the importance of entrepreneurship in selected global economic systems.
64.03 List, describe and compare the characteristics of diverse cultures which impact business activities.
64.04 Identify basic legal issues which affect the work place.
64.05 Identify basic financial services and prepare selected financial forms.

65.0 PERFORM ELECTRONIC COMMUNICATION ACTIVITIES--The student will be able to:

65.01 Identify research methods used to gather information.
65.02 Use electronic reference manuals.
65.03 Demonstrate proficiency in taking notes while gathering information.
65.04 Demonstrate interviewing techniques for gathering information.
65.05 Identify electronic research sources.
65.06 Demonstrate an understanding of electronic correspondence/conferencing.
65.07 Demonstrate appropriate electronic correspondence/conferencing etiquette.
65.08 Demonstrate effective listening skills.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8209010
Course Title: Keyboarding and Document Processing
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business technology education programs and includes the following areas: keyboarding, math, communication, and technology applications.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.01 Verify mathematical calculations using the calculator/computer when appropriate.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate correct touch keyboarding techniques including the ten-key pad.
03.03 Key and apply formatting principles.
03.04 Demonstrate keyboarding speed and accuracy.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.13 Demonstrate proofreading skills using proofreaders' marks.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.08 Demonstrate job interview techniques.

09.09 Compose and key a letter requesting a reference, follow-up letter and a letter of resignation.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.05 Identify functions of operating systems.
63.07 Identify ethical issues related to technology.
63.08 Demonstrate an awareness of emerging technology.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8203010
Course Title: Accounting 1
Course Credit: 1

COURSE DESCRIPTION:

This course emphasizes double entry accounting; methods and principles of recording business transactions; the preparation of various documents used in recording income, expenses, acquisition of assets, incurrence of liabilities, and changes in equity and the preparation and basic interpretation of financial statements. The use of computers is highly recommended.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.03 Compute and discuss a variety of business-related financial calculations (payroll, interest rates, profit margins, taxes, etc.).
02.04 Complete, analyze, and correctly process business-related forms (invoices, sales slips, purchase orders, statements, etc.).
02.05 Compute, compare, and discuss pricing practices, discounts, mark-ups, mark-downs, cash vs. credit, etc.
02.10 Investigate and discuss the impact of probability and statistics in all aspects of business activities.

13.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

13.01 Identify accounting terms and concepts and employ accounting procedures to start and operate a business organized as a proprietorship.
13.02 Calculate employee earnings and deductions; complete payroll records; prepare payroll checks; and analyze, journalize and post payroll transactions, preparing payroll tax reports.
13.03 Identify accounting terms and concepts and employ accounting procedures to operate a business organized as a partnership.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8206110
Course Title: Business Computer Applications 1
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide an introduction to computers and to develop entry-level skills for computer-related occupations using database, spreadsheet, and text editing.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

- 02.02 Use estimation and approximation strategies to compare, contrast, and analyze a variety of business-related financial calculations.
- 02.03 Compute and discuss a variety of business-related financial calculations (payroll, interest rates, profit margins, taxes, etc.).
- 02.06 Analyze and discuss graphs and tables as used in the business world.
- 02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
- 02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

- 03.04 Demonstrate keyboarding speed and accuracy.
- 03.08 Key a memorandum to multiple recipients.
- 03.09 Key business letters with enumerated items.
- 03.10 Key material from handwritten copy.
- 03.11 Key labels.
- 03.12 Key a two-page letter.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 07.01 Locate, interpret and apply oral/written communications.
- 07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
- 07.03 Follow oral and written instructions.
- 07.05 Compose and key business correspondence and related documents.
- 07.06 Participate in group discussion activities.
- 07.08 Compose and key a letter of application and resume.
- 07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).

52.0 EXHIBIT POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS--The student will be able to:

52.01 Work cooperatively with others.
52.02 Identify and resolve business ethics.
52.03 Identify appropriate protocol for the work environment; such as, cultural diversity, respect, chain of command, interpersonal skills, proper attire, and professionalism.

59.0 DEVELOP EMPLOYABILITY SKILLS--The student will be able to:

59.01 Conduct a job search.
59.02 Secure information about a career.
59.03 Identify documents which may be required when applying for a job.
59.05 Identify appropriate job interview behaviors.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.06 Demonstrate the use of operation systems.
63.08 Demonstrate an awareness of emerging technologies.

64.0 IDENTIFY GLOBAL, LEGAL AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

64.01 List, describe and compare the characteristics of selected global economic systems.
64.02 Describe the importance of entrepreneurship in selected global economic systems.
64.03 List, describe and compare the characteristics of diverse cultures which impact business activities.
64.04 Identify basic legal issues which affect the work place.
64.05 Identify basic financial services and prepare selected financial forms.

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Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8207010
Course Title: Emerging Technology in Business
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to teach emerging technology and the effects of its application on society. The content will include, but not be limited to: Electronic research methods; business communications including speaking, listening, writing, and telecommunicating; multimedia presentation skills; ethical considerations related to technology; and emerging technologies affecting business. Instruction is designed to provide an understanding of the advances being made in technology today and in the future.

This course may substitute for Business Computer Applications 1 as a core course or is recommended as an enhancement to all business technology programs.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

- 12.10 Evaluate and select appropriate software package to complete assigned task.
- 12.12 Evaluate and select appropriate electronic resources.
- 12.13 Compare and select appropriate multi-media tools.
- 12.14 Evaluate information and choose relevant material.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

- 63.08 Demonstrate an awareness of emerging technologies.
- 63.09 Identify and define multimedia terminology.
- 63.10 Identify techniques for designing effective multimedia presentations.
- 63.11 Create and deliver a multimedia presentation.
- 63.12 Conduct business-related research using electronic resources.
- 63.13 Distribute business information electronically.
- 63.14 Distribute techniques for conducting a business meeting via satellite or on-line conferencing.
- 63.15 Participate in an electronic discussion on a business topic.

64.0 IDENTIFY GLOBAL, LEGAL, AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

- 64.06 Demonstrate an understanding of current copyright laws.
- 64.07 Demonstrate an understanding of ethics concerning electronic media and technology.
- 64.08 Demonstrate an understanding of computer security issues.

65.0 PERFORM ELECTRONIC COMMUNICATION ACTIVITIES--The student will be able to:

65.01 Identify research methods used to gather information.
65.02 Use electronic reference manuals.
65.03 Demonstrate proficiency in taking notes while gathering information.
65.04 Demonstrate interviewing techniques for gathering information.
65.05 Identify electronic research sources.
65.06 Demonstrate an understanding of electronic correspondence/conferencing.
65.07 Demonstrate appropriate electronic correspondence/ conferencing etiquette.
65.08 Demonstrate effective listening skills.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	General Office Clerk
Occupational Area:	Business
	PSAV
Program Numbers	**B070705**
CIP Number	0507.070500
Grade Level	30, 31
Length	300 hours
Certification	BUS ED @4 1 @2
	VOE @7
	TEACH CBE @7
	SECRETAR @7 G
	CLERICAL @7 G
	STENOG @4

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as general office clerks (55347390), typists, file clerks, mail clerks, inventory clerks, records clerks, purchasing clerks, shipping clerks, classification clerks, micrographic clerks, office systems clerks, insurance clerks, government records clerks, insurance claims clerks, clerical office trainees, office clerks/workers, or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to answer telephone and information requests, relay incoming, outgoing, and interoffice calls, supply information, file, process mail, perform keyboarding/typewriting and reprographic activities, and apply computer concepts. These activities may be in general, legal, medical, or governmental offices.

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and includes the use of automated keyboarding/typewriting systems and calculators.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S. If this program is offered for 450 hours or more, in accordance with Rule 6A-10.040, FAC., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 300 hours.

IV. **INTENDED OUTCOMES**: After successfully completing this program, the student will be able to:

01.0 Perform telephone activities.
02.0 Perform math computations.
03.0 Perform keyboarding/typewriting activities.
04.0 Perform filing activities.
05.0 Perform business records activities.
06.0 Perform mail handling activities.
07.0 Perform communication activities.
08.0 Develop human relations skills.
09.0 Develop appropriate grooming habits.
10.0 Perform job application activities.
11.0 Perform information processing activities.
12.0 Develop leadership skills.
13.0 Perform consumer economics activities.
14.0 Demonstrate a knowledge of reprographic activities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: General Office Clerk
Secondary Number:
Postsecondary Number: B070705

For 1996-97, INTENDED OUTCOMES listed in Business Systems and Technology 1 and Business and Technology 2 may be incorporated into this program.

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers and addresses.
01.03 Identify telephone techniques of placing and answering telephone calls.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.03 Solve commission problems.
02.04 Solve percentage problems.
02.05 Solve finance charges and annual percentage rate problems.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate correct keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight-copy material.
03.05 Type business letters and envelopes.
03.06 Type interoffice memoranda.
03.07 Type tabulated information.
03.08 Type labels.
03.09 Type a two-page letter with an envelope.
03.10 Type different sizes of cards.
03.11 Type a memorandum to multiple recipients and address interoffice envelopes.
03.12 Type a report.
03.13 Type multi-copy preprinted business forms.
03.14 Type material from handwritten copy.
03.15 Demonstrate proofreading skills using proofreaders' marks.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and store materials alphabetically.
04.02 Retrieve materials from files.
04.03 Define the different filing methods: alphabetic, geographic, subject, and numeric.

04.04 Cross-reference correspondence.

04.05 Identify types of filing supplies, equipment, and procedures.

04.06 Identify definitions of supplementary file terms.

04.07 Identify definitions of methods used in the management of manual and electronic records.

04.08 Index, code, sort, and store correspondence geographically, alphabetically, chronologically, numerically, and by subject.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare checks and stubs.

05.02 Endorse checks using special endorsements.

05.03 Prepare a deposit slip and adjust checkbook.

05.04 Prepare bank reconciliations.

05.05 Prepare purchase requisitions.

05.06 Prepare purchase orders.

05.07 Prepare invoices.

05.08 Prepare sales slips.

05.09 Maintain petty cash records.

05.10 Prepare payroll records.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

06.01 Classify mail.

06.02 Locate ZIP codes.

06.03 Identify special mail services.

06.04 Process mail.

06.05 Identify alternative courier and electronic mail services.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate and record information retrieved from written resources.

07.02 Spell and define words, including business terminology.

07.03 Follow oral and written instructions.

07.04 Write grammatically sound and complete sentences.

07.05 Write sentences with correct punctuation, capitalization, abbreviations, and numbers.

07.06 Participate in a group discussion as a member.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Demonstrate appropriate work habits.

08.02 Identify traits that promote good human relations and increase job performance.

09.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

09.01 Identify appropriate attire and grooming for a business office.

10.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

10.01 Complete employment forms.

10.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.

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10.03 Compose and type a letter of application and a resume.
10.04 Identify sources of employment opportunities.
10.05 Demonstrate job interview skills.
10.06 Identify methods of securing an employment reference.
10.07 Compose and type a letter of follow-up.
10.08 Compose and type a letter of resignation.

11.0 PERFORM INFORMATION PROCESSING ACTIVITIES--The student will be able to:

11.01 Locate requested information on a computer printout.
11.02 Identify terms commonly used in information processing in general, legal, medical, and government offices.
11.03 Manually correct errors on a computer printout.
11.04 Verify the totals on the printout.
11.05 List major programming languages used in business data processing.
11.06 Identify applications of computers in business.
11.07 Identify the major components of an automated office system.
11.08 Verify the totals on a computer printout.

12.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

12.01 Choose appropriate action in a situation requiring application of business ethics.
12.02 Identify basic principles of parliamentary procedure.

13.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

13.01 Identify services performed by consumer information sources.
13.02 Identify basic concepts of the American economic system.
13.03 Identify advantages and disadvantages of consumer credit.
13.04 Identify types and sources of consumer credit.

14.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

14.01 Identify characteristics of reprographic methods.
14.02 Make decisions on the best reprographic method.
14.03 Identify terms used in reprographics.
14.04 Identify characteristics of paper.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Information Processing	
Occupational Area:	Business	
	Secondary	PSAV
Program Numbers	**8212000**	**B070628**
CIP Number	0507.080102	0507.080102
Grade Level	9-12, 30, 31	30, 31
Length	4 credits	600 hours
Certification	BUS ED @4 1 @2 VOE @7 TEACH CBE @7 CLERICAL ¢7 SECRETAR ¢7 STENOG @4	BUS ED @4 1 @2 VOE @7 TEACH CBE @7 CLERICAL @7 G SECRETAR @7 G STENOG @4

I. **MAJOR CONCEPTS/CONTENT:** The purpose of this program is to prepare students for employment as transcribing machine operators (203.582-058), transcriptionists, proofreaders, word processors, word processing clerks, word processing trainees, information processing clerks or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to compose, edit, and produce communication; develop decision making skills; and utilize electronic text-editing equipment.

Listed below are the courses that comprise this program when offered at the secondary level. Schools may offer either **Core Option 1** or **Core Option 2** during 1997-98.

Core

Option 1
8209010 Keyboarding and Document Processing
AND
8206110 Business Computer Applications 1 **OR**
8207010 Emerging Technology in Business

Option 2
8209020 Business Systems and Technology 1
8209030 Business Systems and Technology 2

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, transcription machines, calculators, and electronic equipment for storage, retrieval,and printing purposes.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with rule 6A-10.040, FEC., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 600 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. **INTENDED OUTCOMES:** After successfully completing this program, the student will be able to:

01.0 Perform telecommunication activities.
02.0 Apply strategies of basic mathematical operations and concepts to the solution of business-related problems
03.0 Perform keyboarding activities.
04.0 Perform records management activities.
06.0 Perform mail handling activities.
07.0 Perform communication activities.
09.0 Perform job application activities.
12.0 Perform decision making activities.
18.0 Perform word processing activities.
30.0 Perform electronic/desktop publishing operations.
47.0 Demonstrate knowledge of electronic/desktop publishing concepts.
48.0 Perform mechanical creative support operations.
49.0 Perform machine transcription activities.
52.0 Exhibit positive human relations and leadership skills.
59.0 Develop employability skills.
63.0 Perform technology applications.
64.0 Identify global, legal and financial business concepts.
65.0 Perform electronic communications activities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Information Processing
Secondary Number: 8212000
Postsecondary Number: B070628

For 1996-97, INTENDED OUTCOMES listed in Business Systems and Technology 1 and Business and Technology 2 may be incorporated into this program.

01.0 PERFORM TELECOMMUNICATION ACTIVITIES--The student will be able to:

01.01 Identify current telecommunications equipment/methods.
01.02 Demonstrate procedures for placing and receiving calls.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS

02.01 Verify mathematical calculations using the calculator/computer when appropriate.
02.02 Use estimation and approximation strategies to compare, contrast,and analyze a variety of business-related financial calculations.
02.03 Compute and discuss a variety of business-related financial calculations (payroll, interest rates, profit margins, taxes, etc.).
02.06 Analyze and discuss graphs and tables as used in the business world.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using approxpirate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate correct touch keyboarding techniques including the ten-key pad.
03.03 Key and apply formatting principles.
03.04 Demonstrate speed and accuracy.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.
03.13 Demonstrate proofreading skills using proofreaders' marks.

04.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

04.01 Define the different records management methods: alphabetic, geographic, subject, and numeric.

04.02 Index, code, sort, store, and retrieve documents.
04.03 Identify types of records management supplies, equipment, and procedures.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

06.01 Identify alternative mail services.
06.02 Process mail.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.
07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.
07.08 Compose and key a letter of application and resume.
07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).
07.12 Use style manuals in the preparation of correspondence and reports.
07.13 Key final copy of revised documents.
07.14 Compose and revise sentences applying principles of standard English.
07.15 Read and interpret word processing documentation (e.g., software reference manuals) and/or other reference materials.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.04 Update and key resume.
09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter, and a letter of resignation.
09.10 Identify sources of employment opportunities.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.01 Determine work priorities.
12.02 Choose appropriate action in a situation requiring effective time management.
12.03 Select the best way to handle confidential information.
12.04 Identify conflict of interest situations.

18.0 PERFORM WORD PROCESSING ACTIVITIES--The student will be able to:

18.01 Identify the major skills necessary for word processing office occupations.

18.01 Identify the major skills necessary for word processing office occupations.
18.02 Identify word processing peripherals.
18.03 Input, store, and output documents from handwritten, typed, and dictated material.
18.04 Edit letters and documents using text-editing software.
18.05 Revise and print stored documents.

30.0 PERFORM ELECTRONIC/DESKTOP PUBLISHING OPERATIONS--The student will be able to:

30.01 Identify machine specifications and functions.
30.02 Prepare computer printer and scanner for operations.

47.0 DEMONSTRATE KNOWLEDGE OF ELECTRONIC/DESKTOP PUBLISHING CONCEPTS--The student will be able to:

47.01 Identify the skills needed by an electronic desktop publisher.
47.02 Identify significant developments in the electronic/desktop publishing industry.
47.03 Define commonly used terms in graphic communications.
47.04 Identify characteristics of paper.
47.05 Identify software used in electronic/desktop publishing.

48.0 PERFORM MECHANICAL CREATIVE SUPPORT OPERATIONS--The student will be able to:
48.01 Identify characteristics of type, type families, type series, and type styles.
48.02 Identify elements of design.
48.03 Copyfit and markup (specify type sizes and styles).
48.04 Paste up mechanical elements electronically.
48.05 Check and compare completed mechanical to comprehensive layout for final proofing.
48.06 Prepare rough layout design.

49.0 PERFORM MACHINE TRANSCRIPTION ACTIVITIES--The student will be able to:

49.01 Identify terms used in machine transcription.
49.02 Demonstrate correct techniques in machine transcription.
49.03 Key recorded dictation into computer.

52.0 EXHIBIT POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS--The student will be able to:

52.01 Work cooperatively with others.
52.02 Identify and resolve business ethics.
52.03 Identify appropriate protocol for the work environment; such as, cultural diversity, respect, chain of command, interpersonal skills, proper attire, and professionalism.

59.0 DEVELOP EMPLOYABILITY SKILLS--The student will be able to:

59.01 Conduct a job search.
59.02 Secure information about a career.

59.03 Identify documents which may be required when applying for a job.
59.05 Identify appropriate job interview behaviors.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.05 Identify functions of operating systems.
63.06 Demonstrate the use of operation systems.
63.07 Identify ethical issues related to technology.
63.08 Demonstrate an awareness of emerging technologies.

64.0 IDENTIFY GLOBAL, LEGAL AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

64.01 List, describe and compare the characteristics of selected global economic systems.
64.02 Describe the importance of entrepreneurship in selected global economic systems.
64.03 List, describe and compare the characteristics of diverse cultures which impact business activities.
64.04 Identify basic legal issues which affect the work place.
64.05 Identify basic financial services and prepare selected financial forms.

65.0 PERFORM ELECTRONIC COMMUNICATION ACTIVITIES--The student will be able to:

65.01 Identify research methods used to gather information.
65.02 Use electronic reference manuals.
65.03 Demonstrate proficiency in taking notes while gathering information.
65.04 Demonstrate interviewing techniques for gathering information.
65.05 Identify electronic research sources.
65.06 Demonstrate an understanding of electronic correspondence/conferencing.
65.07 Demonstrate appropriate electronic correspondence/conferencing etiquette.
65.08 Demonstrate effective listening skills.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8209010
Course Title: Keyboarding and Document Processing
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business keyboarding, math, communication, and technology applications.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS

02.01 Verify mathematical calculations using the calculator/ computer when appropriate.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate correct touch keyboarding techniques including the ten-key pad.
03.03 Key and apply formatting principles.
03.04 Demonstrate keyboarding speed and accuracy.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.
03.13 Demonstrate proofreading skills using proofreaders' marks.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or

inappropriate in a job interview situation.

09.03 Compose and key a letter of application and a resume.
09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter and a letter of resignation.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.05 Identify functions of operating systems.
63.07 Identify ethical issues related to technology.
63.08 Demonstrate an awareness of emerging technology.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8206110
Course Title: Business Computer Applications 1
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide an introduction to computers and to develop entry-level skills for computer-related occupations using database, spreadsheet, and text editing.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.02 Use estimation and approximation strategies to compare, contrast, and analyze a variety of business-related financial calculations.
02.03 Compute and discuss a variety of business-related financial calculations (payroll, interest rates, profit margins, taxes, etc.).
02.06 Analyze and discuss graphs and tables as used in the business world.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.
02.10 Investigate and discuss the impact of probability and statistics in all aspects of business activities.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.04 Demonstrate keyboarding speed and accuracy.
03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.
07.08 Compose and key a letter of application and resume.
07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).

52.0 EXHIBIT POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS--The student will be able to:

52.01 Work cooperatively with others.
52.02 Identify and resolve business ethics.
52.03 Identify appropriate protocol for the work environment; such as, cultural diversity, respect, chain of command, interpersonal skills, proper attire, and professionalism.

59.0 DEVELOP EMPLOYABILITY SKILLS--The student will be able to:

59.01 Conduct a job search.
59.02 Secure information about a career.
59.03 Identify documents which may be required when applying for a job.
59.05 Identify appropriate job interview behaviors.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.06 Demonstrate the use of operation systems.
63.08 Demonstrate an awareness of emerging technologies.

64.0 IDENTIFY GLOBAL, LEGAL AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

64.01 List, describe and compare the characteristics of selected global economic systems.
64.02 Describe the importance of entrepreneurship in selected global economic systems.
64.03 List, describe and compare the characteristics of diverse cultures which impact business activities.
64.04 Identify basic legal issues which affect the work place.
64.05 Identify basic financial services and prepare selected financial forms.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8207010
Course Title: Emerging Technology in Business
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to teach emerging technology and the effects of its application on society. The content will include, but not be limited to: Electronic research methods; business communications including speaking, listening, writing, and telecommunicating; multimedia presentation skills; ethical considerations related to technology; and emerging technologies affecting business. Instruction is designed to provide an understanding of the advances being made in technology today and in the future.

This course may substitute for Business Computer Applications 1 as a core course or is recommended as an enhancement to all business technology programs.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.10 Evaluate and select appropriate software package to complete assigned task.
12.12 Evaluate and select appropriate electronic resources.
12.13 Compare and select appropriate multimedia tools.
12.14 Evaluate information and choose relevant material.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.08 Demonstrate an awareness of emerging technologies.
63.09 Identify and define multimedia terminology.
63.10 Identify techniques for designing effective multimedia presentations.
63.11 Create and deliver a multimedia presentation.
63.12 Conduct business-related research using electronic resources.
63.13 Distribute business information electronically.
63.14 Distribute techniques for conducting a business meeting via satellite or on-line conferencing.
63.15 Participate in an electronic discussion on a business topic.

64.0 IDENTIFY GLOBAL, LEGAL, AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

64.06 Demonstrate an understanding of current copyright laws.
64.07 Demonstrate an understanding of ethics concerning electronic media and technology.
64.08 Demonstrate an understanding of computer security issues.

65.0 PERFORM ELECTRONIC COMMUNICATION ACTIVITIES--The student will be able to:

65.01 Identify research methods used to gather information.
65.02 Use electronic reference manuals.
65.03 Demonstrate proficiency in taking notes while gathering information.
65.04 Demonstrate interviewing techniques for gathering information.
65.05 Identify electronic research sources.
65.06 Demonstrate an understanding of electronic correspondence/conferencing.
65.07 Demonstrate appropriate electronic correspondence/conferencing etiquette.
65.08 Demonstrate effective listening skills.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8212010
Course Title: Word Processing
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide instruction that will enable the student to perform the basic functions of input, edit, store, and retrieval utilizing electronic equipment.

01.0 PERFORM TELECOMMUNICATION ACTIVITIES--The student will be able to:

01.01 Identify current telecommunications equipment/methods.
01.02 Demonstrate procedures for placing and receiving calls.

04.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

04.01 Define the different records management methods: alphabetic, geographic, subject and numeric.
04.02 Index, code, sort, store and retrieve documents.
04.03 Identify types of records management supplies, equipment and procedures.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

06.01 Identify alternative mail services.
06.02 Process mail.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.06 Participate in group discussion activities.
07.12 Use style manuals in the preparation of correspondence and reports.
07.13 Key final copy of revised documents.
07.14 Compose and revise sentences applying principles of standard English.
07.15 Read and interpret word processing documentation (e.g., software reference manuals) and/or other reference materials.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.04 Update and key resume.
09.10 Identify sources of employment opportunities.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.01 Determine work priorities.
12.02 Choose appropriate action in a situation requiring effective time management.

12.03 Select the best way to handle confidential information.
12.04 Identify conflict of interest situations.

18.0 PERFORM WORD PROCESSING ACTIVITIES--The student will be able to:

18.01 Identify the major skills necessary for word processing office occupations.
18.02 Identify word processing peripherals.
18.03 Input, store, and output documents from handwritten, typed, and dictated material.
18.04 Edit letters and documents using text-editing software.
18.05 Revise and print stored documents.

49.0 PERFORM MACHINE TRANSCRIPTION ACTIVITIES--The student will be able to:

49.01 Identify terms used in machine transcription.
49.02 Demonstrate correct techniques in machine transcription.
49.03 Key recorded dictation into computer.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8209310
Course Title: Electronic/Desktop Publishing 1
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to develop skill in the entry-level requirements of electronic/desktop publishing and camera-ready copy. The content includes composition, copy preparation, layout design, and measurements. The use of computers is required.

30.0 PERFORM ELECTRONIC/DESKTOP PUBLISHING OPERATIONS--The student will be able to:

30.01 Identify machine specifications and functions.
30.02 Prepare computer printer and scanner for operations.

47.0 DEMONSTRATE KNOWLEDGE OF ELECTRONIC/DESKTOP PUBLISHING CONCEPTS--The student will be able to:

47.01 Identify the skills needed by an electronic desktop publisher.
47.02 Identify significant developments in the electronic/desktop publishing industry.
47.03 Define commonly used terms in graphic communications.
47.04 Identify characteristics of paper.
47.05 Identify software used in electronic/desktop publishing.

48.0 PERFORM MECHANICAL CREATIVE SUPPORT OPERATIONS--The student will be able to:

48.01 Identify characteristics of type, type families, type series, and type styles.
48.02 Identify elements of design.
48.03 Copyfit and markup (specify type sizes and styles).
48.04 Paste up mechanical elements electronically.
48.05 Check and compare completed mechanical to comprehensive layout for final proofing.
48.06 Prepare rough layout design.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title: International Business Management
Occupational Area: Business

PSV

CIP Number 0506.090100
Grade Level College Credits
Length AS Degree
Certification

I. **MAJOR CONCEPTS/CONTENT:** The purpose of this program is to prepare students for employment as administrative services managers (13014003) in international mid-management positions or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals with skills in various technical aspects of international business such as: marketing and distribution, banking and finance, cross-cultural communications, and international economics.

II. **LABORATORY ACTIVITIES:** Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, computers, and peripheral equipment.

III. **SPECIAL NOTE:** Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership learning experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is an associate degree.

IV. **INTENDED OUTCOMES:** After successfully completing this program, the student will be able to:

01.0 Perform math computations.
02.0 Perform keyboarding/typewriting activities.
03.0 Perform accounting activities.
04.0 Perform communication activities.
05.0 Develop human relations skills.
06.0 Demonstrate appropriate grooming habits.
07.0 Perform job application activities.
08.0 Demonstrate knowledge of information processing activities.
09.0 Develop leadership skills.
10.0 Perform consumer economic activities.
11.0 Perform decision making activities.
12.0 Demonstrate knowledge of international marketing and distribution activities.
13.0 Demonstrate knowledge of international banking and finance activities.
14.0 Demonstrate knowledge of international social and cultural business practices.
15.0 Demonstrate knowledge of international law and economic activities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: International Business Management
Secondary Number:
Postsecondary Number: 0506.090100

01.0 PERFORM MATH COMPUTATIONS--The student will be able to:

01.01 Solve addition, subtraction, multiplication, and division problems manually.
01.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
01.03 Solve problems involving decimals and fractions.
01.04 Solve problems involving percentages and discounts using a calculator.
01.05 Solve problems involving comparison shopping using a calculator.
01.06 Interpret graphs and tables.
01.07 Solve finance charge and annual percentage rate problems using a calculator.
01.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
01.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
01.10 Solve problems involving perimeter or area of a rectangular region.
01.11 Solve problems involving length, width, or height.
01.12 Solve problems involving capacity.

02.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

02.01 Demonstrate keyboarding/typewriting techniques.
02.02 Identify operative parts of keyboarding equipment.
02.03 Identify formatting principles.
02.04 Demonstrate speed and accuracy in typing straight-copy material.

03.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

03.01 Record transactions in a general journal.
03.02 Post entries from a general journal to a general ledger.
03.03 Prepare a worksheet.
03.04 Prepare an income statement.
03.05 Prepare an owner's equity statement.
03.06 Prepare a balance sheet.
03.07 Journalize and post adjusting entries.
03.08 Journalize and post closing entries.
03.09 Prepare a postclosing trial balance.
03.10 Prepare checks and stubs.
03.11 Endorse checks using special endorsements.
03.12 Prepare a deposit slip and adjust checkbook.
03.13 Prepare a bank reconciliation.

03.14 Maintain petty cash records.
03.15 Record transactions in special journals.
03.16 Post journal entries to subsidiary ledgers.
03.17 Prepare payroll records.
03.18 Interpret financial statements.
03.19 Demonstrate a knowledge of the accounting cycle.

04.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

04.01 Follow oral and written instructions.
04.02 Compose business correspondence and related documents.
04.03 Prepare, outline, and deliver a short oral presentation.
04.04 Participate in a group discussion as a member and as a leader.
04.05 Obtain appropriate information from graphics, maps, or signs.
04.06 Locate and record information retrieved from written resources including current business periodicals.
04.07 Annotate letters, reports, and/or news articles.
04.08 Edit documents using proofreading symbols.
04.09 Research and compose a document containing statistical information.
04.10 Spell and define words, including business terminology.
04.11 Prepare visual material to support an oral presentation.

05.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

05.01 Demonstrate appropriate work habits.
05.02 Identify traits that promote good human relations and increase job performance.
05.03 Analyze and develop written solutions to behavior problems affecting job performance.

06.0 DEMONSTRATE APPROPRIATE GROOMING HABITS--The student will be able to:

06.01 Identify appropriate attire and grooming for a business office.

07.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

07.01 Identify sources of employment opportunities.
07.02 Complete employment forms.
07.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
07.04 Compose and type a follow-up letter.
07.05 Compose and type a letter of application and a resume.
07.06 Compose and type a letter of resignation.
07.07 Demonstrate job interview skills.
07.08 Identify methods for securing an employment reference.

08.0 DEMONSTRATE KNOWLEDGE OF INFORMATION PROCESSING ACTIVITIES--The student will be able to:

08.01 Demonstrate a knowledge of data processing concepts.
08.02 Identify computer hardware components and software.
08.03 Identify the major programming languages used in business data processing.

08.04 Locate requested information on a computer printout.
08.05 Locate errors on a computer printout.

09.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

09.01 Prepare an agenda.
09.02 Demonstrate the ability to conduct an orderly meeting.
09.03 Greet and introduce individuals.

10.0 PERFORM CONSUMER ECONOMIC ACTIVITIES--The student will be able to:

10.01 Identify basic concepts of the American economic system.
10.02 Identify basic types and sources of consumer credit.

11.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

11.01 List the steps in problem solving.
11.02 Demonstrate the ability to determine the proper priority of work.
11.03 Prepare a day's schedule for an employer.
11.04 Choose appropriate action in situations requiring application of business ethics.
11.05 Choose appropriate action in situations requiring following a chain of command.
11.06 Choose appropriate action in situations requiring effective time management.
11.07 Identify ways to assign work to others.

12.0 DEMONSTRATE KNOWLEDGE OF INTERNATIONAL MARKETING AND DISTRIBUTION ACTIVITIES--The student will be able to:

12.01 Explain the international business relationships among countries and regions.
12.02 Identify international resources.
12.03 Prepare international sales and purchase agreements.
12.04 Demonstrate decision making abilities that generate marketing strategies using products, prices, places, and promotions related to international business.
12.05 Determine appropriate means of transportation.
12.06 Determine the cost of transportation.
12.07 Develop procedures for the processing of international documentation.
12.08 Identify the types of international business organizations and their structures.
12.09 Describe the appropriate use of international promotional tools.

13.0 DEMONSTRATE KNOWLEDGE OF INTERNATIONAL BANKING AND FINANCE ACTIVITIES--The student will be able to:

13.01 Determine the appropriate method of payment.
13.02 Describe the process of preparing instruments of international payment.
13.03 Identify sources of financing.

13.04 Prepare a financial application.
13.05 Convert current rates of exchange.
13.06 Describe the nature of barter and counter trade in international transactions.

14.0 DEMONSTRATE KNOWLEDGE OF INTERNATIONAL SOCIAL AND CULTURAL BUSINESS PRACTICES--The student will be able to:

14.01 Describe international business customs and practices.
14.02 Compare cultural differences.
14.03 Demonstrate an understanding of global geography.

15.0 DEMONSTRATE KNOWLEDGE OF INTERNATIONAL LAW AND ECONOMIC ACTIVITIES--The student will be able to:

15.01 Identify requirements necessary to comply with international contracts.
15.02 Identify requirements necessary to comply with international laws and treaties.
15.03 Explain the philosophy of international trade during the Mercantilism Era.
15.04 Debate the reasons for and against free trade.
15.05 State the types of trade barriers.
15.06 Explain the trend toward greater mobility of world resources.
15.07 Describe the role of the International Monetary Fund in the International Monetary System.
15.08 Describe the role of United States government agencies in international business.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Legal Secretarial
Occupational Area:	Business
	PSAV
Program Numbers	**B070614**
CIP Number	0507.060401
Grade Level	30, 31
Length	1260 hours
Certification	BUS ED @4 1 @2
	VOE @7
	STENOG @4
	TEACH CBE @7
	SECRETAR @7 G

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as legal secretaries (55102364), litigation secretaries, law library clerks, legal document processors, legal office clerks, legal records clerks, judicial clerks, or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to record and transcribe communications and to prepare legal papers and correspondence, such as summons, complaints, motions, and subpoenas. Instruction will also include legal terminology and procedures.

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, transcription equipment, microcomputers, and peripheral equipment.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which

the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Rule 6A-10.040, FAC., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. The grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 1260 hours.

IV. **INTENDED OUTCOMES**: After successfully completing this program, the student will be able to:

01.0 Perform keyboarding/typewriting activities.
02.0 Perform math computations.
03.0 Perform communication activities.
04.0 Perform telephone activities.
05.0 Perform data/information processing activities.
06.0 Perform filing activities.
07.0 Demonstrate a knowledge of reprographic activities.
08.0 Perform business records activities.
09.0 Demonstrate a knowledge of human relations skills.
10.0 Perform stenographic activities.
11.0 Perform mail handling activities.
12.0 Perform consumer economics activities.
13.0 Develop leadership skills.
14.0 Develop appropriate grooming habits.
15.0 Perform job application activities.
16.0 Perform machine transcription activities.
17.0 Perform decision making activities.
18.0 Perform legal secretarial activities.

Florida Department of Education **July 1997**
STUDENT PERFORMANCE STANDARDS

Program Title: Legal Secretarial
Secondary Number:
Postsecondary Number: B070614

For 1996-97, INTENDED OUTCOMES listed in Business Systems and Technology 1 and Business and Technology 2 may be incorporated into this program.

01.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

- 01.01 Demonstrate keyboarding/typewriting techniques.
- 01.02 Identify operative parts of keyboarding equipment.
- 01.03 Demonstrate speed and accuracy in typing straight-copy material.
- 01.04 Type business letters and envelopes.
- 01.05 Type interoffice memoranda.
- 01.06 Type tabulated information.
- 01.07 Type a two-page letter with an envelope.
- 01.08 Type business letters containing special features.
- 01.09 Type a memorandum to multiple recipients and address interoffice envelopes.
- 01.10 Type labels.
- 01.11 Type a report.
- 01.12 Type multi-copy pre-printed business forms.
- 01.13 Type material from handwritten copy.
- 01.14 Type a standard document by merging selected paragraphs and variable information.
- 01.15 Type minutes of a meeting.
- 01.16 Type from rough draft copy containing proofreaders' marks.
- 01.17 Type business letters with enumerated items.
- 01.18 Proofread printed copies.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

- 02.01 Solve addition, subtraction, multiplication, and division problems manually.
- 02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
- 02.03 Solve problems involving percentages and discounts using a calculator.

03.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 03.01 Follow oral and written instructions.
- 03.02 Spell and define words, including legal terminology.
- 03.03 Locate and record information found in standard and legal reference sources.
- 03.04 Compose and type legal correspondence and related documents.

04.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

04.01 Identify telephone services and types of calls.
04.02 Locate telephone numbers and addresses.
04.03 Identify techniques of answering and placing calls.
04.04 Identify and demonstrate procedures for recording and relaying accurate messages.
04.05 Identify and demonstrate procedures for screening calls.
04.06 Identify and demonstrate procedures for placing and maintaining calls on hold.
04.07 Identify and demonstrate procedures for handling disconnected calls.
04.08 Identify and demonstrate procedures for interrupting and terminating calls.
04.09 Identify and demonstrate procedures for transferring calls.
04.10 Identify and demonstrate procedures for placing calls (including using time zones.)
04.11 Maintain a telephone log.

05.0 PERFORM DATA/INFORMATION PROCESSING ACTIVITIES--The student will be able to:

05.01 Edit letters and documents on automated equipment.
05.02 Input, store, and output documents created from handwritten, typed, and dictated material using automated equipment.
05.03 Revise stored documents and output them using equipment.
05.04 Perform "boot-up" procedures on a microcomputer.
05.05 Identify automated systems, equipment components, and electronic media.
05.06 Identify the advantages of a hard disk system.
05.07 Design, input, and print a spreadsheet.
05.08 Demonstrate input/output techniques using a database.
05.09 Demonstrate a knowledge of a telecommunication system.

06.0 PERFORM FILING ACTIVITIES--The student will be able to:

06.01 Index, code, sort, and store materials alphabetically and numerically.
06.02 Identify types of filing supplies, equipment, and procedures.
06.03 Retrieve materials from files; complete an out card and check out record.
06.04 Identify methods used in the management of manual and electronic files.

07.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

07.01 Identify characteristics of reprographic methods.
07.02 Make decisions on the best reprographic method.

08.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

08.01 Prepare checks and stubs.
08.02 Endorse checks using special endorsements.
08.03 Prepare a deposit slip and adjust checkbook.
08.04 Prepare bank reconciliations.

08.05 Maintain petty cash records.
08.06 Post journal entries to subsidiary records.
08.07 Prepare payroll records.

09.0 DEMONSTRATE A KNOWLEDGE OF HUMAN RELATIONS SKILLS--The student will be able to:

09.01 Demonstrate appropriate work habits.
09.02 Identify traits that promote good human relations and increase job performance.

10.0 PERFORM STENOGRAPHIC ACTIVITIES--The student will be able to:

10.01 Take shorthand dictation and transcribe in mailable form.
10.02 Enhance speed and transcription skill using legal terminology.

11.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

11.01 Classify mail.
11.02 Locate ZIP codes.
11.03 Process mail.
11.04 Identify alternative courier and electronic mail services.
11.05 Identify special mail services.

12.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

12.01 Identify services performed by consumer information sources.
12.02 Identify basic principles of the American economic system.
12.03 Identify advantages and disadvantages of consumer credit.
12.04 Identify types and sources of consumer credit.
12.05 Identify advantages of budgeting in personal financial planning.
12.06 Identify the advantages of insurance in professional planning.

13.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

13.01 Choose appropriate action in a situation requiring application of legal office ethics.
13.02 Greet and introduce individuals.
13.03 Identify basic principles of parliamentary procedure.
13.04 Demonstrate a knowledge of professional organizations.

14.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

14.01 Identify appropriate attire and grooming for a legal office.

15.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

15.01 Complete employment forms.
15.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
15.03 Compose and type a letter of application and a resume.
15.04 Identify sources of employment opportunities.

15.05 Identify methods of securing an employment reference.
15.06 Compose and type a follow-up letter.
15.07 Compose and type a letter of resignation.
15.08 Demonstrate job interview skills.

16.0 PERFORM MACHINE TRANSCRIPTION ACTIVITIES--The student will be able to:

16.01 Transcribe recorded dictation of legal correspondence and other documents.

17.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

17.01 List the steps in problem solving.
17.02 Demonstrate the ability to determine work priorities.
17.03 Select the best way to handle confidential information.
17.04 Choose appropriate action in a situation requiring effective time management.

18.0 PERFORM LEGAL SECRETARIAL ACTIVITIES--The student will be able to:

18.01 Identify printed and electronic sources of legal information.
18.02 Define and spell legal terminology.
18.03 List in proper order the courts of Florida and the jurisdiction of each.
18.04 Identify the court in which legal documents should be filed.
18.05 Maintain records for assessing client charges.
18.06 Maintain an appointment book.
18.07 Maintain a tickler file for docket control.
18.08 Demonstrate a knowledge of the document formats required by the court systems.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Legal Secretarial Technology
Occupational Area:	Business
	PSV
CIP Number	0507.060400
Grade Level	College Credits
Length	AS Degree
Certification	

I. **MAJOR CONCEPTS/CONTENT:** The purpose of this program is to prepare students for employment as administrative legal secretaries (169.167-010), legal office managers, legal administrative assistants, paralegal support assistants, legal research technicians, judicial assistants, or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to record and transcribe communications; provide administrative support to legal personnel and to prepare legal papers and correspondence, such as summons, complaints, motions and subpoenas. Instruction includes legal terminology, procedures, and law library research techniques.

II. **LABORATORY ACTIVITIES:** Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, dictation/transcription equipment, computers and peripheral equipment.

III. **SPECIAL NOTE:** Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are define as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is an associate degree.

IV. **INTENDED OUTCOMES:** After successfully completing this program, the student will be able to:

01.0 Perform telephone activities.
02.0 Perform math computations.
03.0 Perform keyboarding/typewriting activities.
04.0 Perform filing activities.
05.0 Perform accounting activities.
06.0 Perform communication activities.
07.0 Demonstrate a knowledge of human relations skills.
08.0 Develop appropriate grooming habits.
09.0 Perform job application activities.
10.0 Perform information processing activities.
11.0 Develop leadership skills.
12.0 Perform consumer economics activities.
13.0 Perform mail handling activities.
14.0 Demonstrate a knowledge of reprographic activities.
15.0 Perform decision making activities.
16.0 Perform machine dictation/transcription activities.
17.0 Perform stenographic activities.
18.0 Perform legal office management activities.
19.0 Perform legal secretarial activities.
20.0 Demonstrate knowledge of U.S. and Florida court systems.
21.0 Perform records management activities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Legal Secretarial Technology
Secondary Number:
Postsecondary Number: 0507.060400

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers.
01.03 Identify the techniques of answering and placing calls.
01.04 Record messages.
01.05 Transfer telephone calls.
01.06 Identify and demonstrate procedures for screening calls.
01.07 Identify procedures for placing a conference call.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.03 Solve problems involving decimals and fractions.
02.04 Solve problems involving percentages and discounts using a calculator.
02.05 Solve problems involving comparison shopping using a calculator.
02.06 Interpret graphs and tables.
02.07 Solve finance charge and annual percentage rate problems using a calculator.
02.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
02.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
02.10 Solve problems involving perimeter or area of a rectangular region.
02.11 Solve problems involving length, width, or height.
02.12 Solve problems involving capacity.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding/typewriting techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight-copy material.
03.05 Type business letters and envelopes.
03.06 Type interoffice memoranda.
03.07 Type tabulated information.
03.08 Type a two-page letter.
03.09 Type business letters containing special features.

03.10 Type a memorandum to multiple recipients and address interoffice envelopes.
03.11 Type labels.
03.12 Type a report using footnotes or endnotes.
03.13 Type multi-copy pre-printed business forms.
03.14 Type a news release.
03.15 Type minutes of a meeting.
03.16 Type tables in ruled and boxed form.
03.17 Type materials from handwritten copy.
03.18 Type a standardized document by merging selected paragraphs and variable information.
03.19 Type from rough draft copy containing proofreaders' marks.
03.20 Type different sizes of cards.
03.21 Type business letters containing enumerated items.
03.22 Type business letters containing tabulated material requiring different sizes of stationery.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and store materials alphabetically.
04.02 Identify types of filing supplies, equipment, and procedures.
04.03 Index, code, sort, and store numerically.
04.04 Retrieve materials from files.
04.05 Cross-reference materials in the alphabetic, numeric, geographic, and subject filing systems.
04.06 Recommend solutions to problems in existing filing systems.
04.07 Design form for initial inventory of records.
04.08 Search for and investigate information in files.
04.09 Identify definitions of records management terminology.
04.10 Index, code, sort, and store correspondence geographically, alphabetically, chronologically, numerically, and by subject.
04.11 List and describe methods of protecting vital records.
04.12 Recommend appropriate action for retention and disposal of records.
04.13 Identify characteristics of centralized and decentralized filing system.
04.14 Classify records into vital, useful, and nonessential categories.

05.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

05.01 Record transactions in a general journal.
05.02 Post entries from a general journal to a general ledger.
05.03 Prepare a work-sheet.
05.04 Prepare an income statement.
05.05 Prepare an owner's equity statement.
05.06 Prepare a balance sheet.
05.07 Journalize and post adjusting entries.
05.08 Journalize and post closing entries.
05.09 Prepare a postclosing trial balance.
05.10 Prepare checks and stubs.
05.11 Endorse checks using special endorsements.
05.12 Prepare a deposit slip and adjust checkbook.
05.13 Prepare a bank reconciliation.

05.14 Maintain petty cash records.
05.15 Record transactions in special journals.
05.16 Post journal entries to subsidiary ledgers.
05.17 Prepare payroll records.
05.18 Interpret financial statements.
05.19 Demonstrate a knowledge of the accounting cycle.
05.20 Complete simulated activities using a microcomputer.

06.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

06.01 Follow oral and written instructions.
06.02 Compose business and legal correspondence and related documents.
06.03 Prepare, outline, and deliver a short oral presentation.
06.04 Participate in group discussion as a member and as a leader.
06.05 Obtain appropriate information from graphics, maps, or signs.
06.06 Locate and record information retrieved from written resources including current business periodicals.
06.07 Annotate letters, reports, and/or news articles.
06.08 Edit documents using proofreading symbols.
06.09 Research and compose a document containing statistical information.
06.10 Spell and define words, including business and legal terminology.
06.11 Prepare visual material to support an oral presentation.
06.12 Locate and record information found in standard and legal reference sources.

07.0 DEMONSTRATE A KNOWLEDGE OF HUMAN RELATIONS SKILLS--The student will be able to:

07.01 Demonstrate appropriate work habits.
07.02 Identify traits that promote good human relations and increase job performance.
07.03 Analyze and develop written solutions to behavior problems affecting job performance.

08.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

08.01 Identify appropriate attire and grooming for a legal office.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Identify sources of employment opportunities.
09.02 Complete employment forms.
09.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.04 Compose and type a follow-up letter.
09.05 Compose and type a letter of application and a resume.
09.06 Compose and type a letter of resignation.
09.07 Demonstrate job interview skills.
09.08 Identify methods for securing an employment reference.

10.0 PERFORM INFORMATION PROCESSING ACTIVITIES--The student will be able to:

10.01 List major programming languages used in business data processing.
10.02 Locate requested information on a computer printout.
10.03 Identify applications of computers in business.
10.04 Identify terms commonly used in information processing.
10.06 Edit letters and documents using automated equipment.
10.07 Input, store, and output letters from handwritten or typed material on automated equipment.
10.08 Input, store, and output dictated letters and documents on automated equipment.
10.09 Input, store, and output tabulated documents from handwritten or typed material on automated equipment.
10.10 Revise stored documents and output them on automated equipment.
10.11 Sequence and define the steps of an information processing cycle.
10.12 Input numeric data.
10.13 Use office operations manual.
10.14 Develop a flowchart.
10.15 Perform "boot-up" procedures on a microcomputer.
10.16 Develop a component of an office operations manual.
10.17 Perform computer activities using data base, spreadsheet, and graphics software.
10.18 Edit and verify printout information.

11.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

11.01 Prepare an agenda.
11.02 Demonstrate the ability to conduct an orderly meeting.
11.03 Greet and introduce individuals.
11.04 Identify traits of employees with promotion potential.
11.05 List principles of group dynamics that maximize office morale.
11.06 Demonstrate a knowledge of professional organizations.
11.07 Identify basic principles of parliamentary procedure.

12.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

12.01 Identify basic concepts of the American economic system.
12.02 Identify types and sources of consumer credit.
12.03 Identify advantages and disadvantages of consumer credit.
12.04 Identify elements of a contract.
12.05 Identify services performed by consumer information sources.

13.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

13.01 Classify mail.
13.02 Locate ZIP codes.
13.03 Process mail.
13.04 Identify special mail services.
13.05 Identify alternative courier and electronic mail services.

14.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

14.01 Identify characteristics of reprographic methods.
14.02 Make decisions on the best reprographic method.
14.03 Identify reprographic terms.
14.04 Demonstrate a knowledge of minor maintenance procedures used on photocopiers.
14.05 Demonstrate a knowledge of the laws regulating photocopying of documents.

15.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

15.01 List the steps in problem solving.
15.02 Demonstrate the ability to determine the proper priority of work.
15.03 Prepare a day's schedule for an employer.
15.04 Choose appropriate action in situations requiring application of business ethics.
15.05 Choose appropriate action in situations requiring following a chain of command.
15.06 Choose appropriate action in situations requiring effective time management.
15.07 Identify ways to assign work to others.
15.08 Determine preventive actions for office communication problems.
15.09 Select the best way to handle confidential information.
15.10 Identify the best way to provide constructive feedback on improper behavior.
15.11 Identify options for solving personnel problems.
15.12 Choose appropriate action in solving problems involving violation of business principles.

16.0 PERFORM MACHINE DICTATION/TRANSCRIPTION ACTIVITIES--The student will be able to:

16.01 Demonstrate techniques in machine dictation and transcription.
16.02 Transcribe recorded dictation of legal correspondence and other legal documents.
16.03 Evaluate transcription systems for office utilization.

17.0 PERFORM STENOGRAPHIC ACTIVITIES--The student will be able to:

17.01 Take shorthand notes and transcribe in mailable copy.
17.02 Enhance speed and transcription skills using legal terminology.

18.0 PERFORM LEGAL OFFICE MANAGEMENT ACTIVITIES--The student will be able to:

18.01 Evaluate job applicants on the basis of interviews.
18.02 Select items to include in new employees' orientation.
18.03 Select and delegate tasks.
18.04 Discuss the performance appraisal of an employee with him/her, set goals and recommend training.
18.05 Select a vendor of office supplies.
18.06 Budget office expenses.
18.07 Make decisions on major equipment acquisition.
18.08 Calculate changes and maintain patients records.
18.09 Define the major functions of office management.

18.10 List characteristics of effective leaders/managers.
18.11 List the steps in problem solving.
18.12 Maintain work schedules for payroll purposes.
18.13 Recommend employees for promotion.
18.14 Demonstrate a knowledge of motivational techniques.
18.15 Sketch the layout of a legal office using the principles of ergonomics.

19.0 PERFORM LEGAL SECRETARIAL ACTIVITIES--The student will be able to:

19.01 Identify criminal law terms.
19.02 Identify civil law terms.
19.03 Identify terms related to the legal process.
19.04 Identify the court in which legal documents should be filed.
19.05 Identify sources of legal reference.
19.06 Demonstrate a knowledge of the fiduciary relationship between client and attorney.
19.07 Identify printed and electronic sources of legal information.
19.08 Define and spell legal terminology.
19.09 Identify the court in which legal documents should be filed.
19.10 Maintain records for assessing client charges.
19.11 Maintain an appointment book.
19.12 Maintain a tickler file for docket control.
19.13 Demonstrate a knowledge of document formats required by the court systems.

20.0 DEMONSTRATE KNOWLEDGE OF U.S. AND FLORIDA COURT SYSTEMS--The student will be able to:

20.01 List in proper order the courts of Florida and the jurisdiction of each.
20.02 List in proper order the courts of the Federal System and the jurisdiction of each.

21.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

21.01 Identify the components of a records management system.
21.02 Prioritize activities for the organization of a records management system.
21.03 Identify the principles of forms control.
21.04 Identify principles governing the planning of a records retention and disposition schedule.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Medical Secretarial
Occupational Area:	Business
	PSAV
Program Numbers	**B070615**
CIP Number	0507.060501
Grade Level	30, 31
Length	1080 hours
Certification	BUS ED @4 1 @2
	VOE @7
	TEACH CBE @7
	STENOG @4
	SECRETAR @7 G
	CLERICAL @7 G

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as medical secretaries (55105365), unit secretaries, medical office clerks, medical insurance secretaries, medical records clerks or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to perform secretarial duties utilizing a knowledge of medical terminology and medical office procedures. Instruction also includes transcription of reports, such as case histories, and the use of legal and insurance forms.

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, transcription equipment, microcomputers and peripheral equipment.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which

the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Rule 6A-10.040, FAC., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 1080 hours.

IV. **INTENDED OUTCOMES:** After successfully completing this program, the student will be able to:

01.0 Perform telephone activities.
02.0 Perform math computations.
03.0 Perform keyboarding/typewriting activities.
04.0 Perform filing activities.
05.0 Perform business records activities.
06.0 Perform mail handling activities.
07.0 Perform communication activities.
08.0 Demonstrate a knowledge of human relations skills.
09.0 Develop appropriate grooming habits.
10.0 Perform job application activities.
11.0 Perform data/information processing activities.
12.0 Develop leadership skills.
13.0 Perform consumer economics activities.
14.0 Demonstrate a knowledge of reprographic activities.
15.0 Perform machine transcription activities.
16.0 Perform medical secretarial activities.
17.0 Perform decision making activities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Medical Secretarial
Secondary Number:
Postsecondary Number: B070615

For 1996-97, INTENDED OUTCOMES listed in Business Systems and Technology 1 and Business and Technology 2 may be incorporated into this program.

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers and addresses.
01.03 Identify telephone techniques of placing and answering telephone calls.
01.04 Identify and demonstrate procedures for screening calls.
01.05 Maintain a telephone log.
01.06 Identify and demonstrate procedures for recording and relaying accurate messages.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.03 Solve problems involving percentages and discounts using a calculator.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding/typewriting techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight-copy material.
03.05 Type business letters and envelopes.
03.06 Type interoffice memoranda.
03.07 Type tabulated information.
03.08 Type business letters containing special features.
03.09 Type a two-page letter with an envelope.
03.10 Type labels.
03.11 Type a report.
03.12 Type multi-copy pre-printed business forms.
03.13 Type from handwritten copy.
03.14 Type from rough-draft copy containing proofreaders' marks.
03.15 Type a standard document by merging selected paragraphs and variable information.
03.16 Type minutes of a meeting.
03.17 Type business letters with enumerated items.
03.18 Proofread printed copies.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and store materials alphabetically and numerically.
04.02 Retrieve materials from files; complete an out card and check out record.
04.03 Cross-reference records.
04.04 Identify types of filing supplies, equipment, and procedures.
04.05 Identify methods used in the management of manual and electronic files.
04.06 Demonstrate knowledge of indexing files using color codes.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare checks and stubs.
05.02 Endorse checks using special endorsements.
05.03 Prepare a deposit slip and adjust checkbook.
05.04 Prepare bank reconciliations.
05.05 Maintain petty cash records.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

06.01 Classify mail.
06.02 Locate ZIP codes.
06.03 Identify special mail services.
06.04 Process mail.
06.05 Identify alternative courier and electronic mail services.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Spell and define words including medical terminology.
07.02 Follow oral and written instructions.
07.03 Demonstrate the ability to give oral directions.
07.04 Compose and type medical correspondence and related documents.

08.0 DEMONSTRATE A KNOWLEDGE OF HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Demonstrate appropriate work habits.
08.02 Identify traits that promote good human relations and increase job performance.

09.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

09.01 Identify appropriate attire and grooming for a medical office.

10.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

10.01 Complete employment forms.
10.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
10.03 Compose and type a letter of application and a resume.
10.04 Demonstrate job interview skills.
10.05 Identify sources of employment opportunities.

10.06 Identify methods of securing an employment reference.
10.07 Compose and type a follow-up letter.
10.08 Compose and type a letter of resignation.

11.0 PERFORM DATA/INFORMATION PROCESSING ACTIVITIES--The student will be able to:

11.01 Perform "boot-up" procedures on a microcomputer.
11.02 Edit letters and documents on automated equipment.
11.03 Input, store, and output documents created from handwritten, typed and dictated material using automated equipment.
11.04 Revise stored documents and output them on automated equipment.
11.05 Identify automated systems, equipment components, and electronic media.
11.06 Demonstrate the records management functions of an operating systems.
11.07 Identify the advantages of a hard disk system.
11.08 Design, input, and print a spreadsheet.
11.09 Demonstrate input/output techniques using a database.
11.10 Demonstrate a knowledge of a telecommunication system.

12.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

12.01 Choose appropriate action in a situation requiring application of medical office ethics.
12.02 Identify basic principles of parliamentary procedure.
12.03 Greet patients and introduce individuals.
12.04 Demonstrate a knowledge of professional organization.

13.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

13.01 Identify services performed by consumer information sources.
13.02 Identify basic principles of the American economic system.
13.03 Identify advantages and disadvantages of consumer credit.
13.04 Identify types and sources of consumer credit.
13.05 Identify the advantages of budgeting in personal financial planning.
13.06 Identify the advantages of insurance in professional planning.

14.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

14.01 Identify characteristics of reprographic methods.
14.02 Make decisions on the best reprographic method.

15.0 PERFORM MACHINE TRANSCRIPTION ACTIVITIES--The student will be able to:

15.01 Transcribe recorded dictation of medical correspondence and other medical documents.

16.0 PERFORM MEDICAL SECRETARIAL ACTIVITIES--The student will be able to:

16.01 Select and complete appropriate claim forms.

16.02 Record changes and collections and prove accounting transactions.
16.03 Maintain an appointment book.
16.04 Identify correct definitions found in the *Physician's Desk Reference*.
16.05 Locate and record information found in medical dictionaries.
16.06 Define medical terms.
16.07 Schedule hospital admissions and physician referrals.
16.08 Locate and record information from medical records.

17.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

17.01 List the steps in problem solving.
17.02 Demonstrate the ability to determine work priorities.
17.03 Select the best way to handle confidential information.
17.04 Choose appropriate action in a situation requiring effective time management.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Medical Secretarial Technology
Occupational Area:	Business
	PSV
CIP Number	0507.060500
Grade Level	College Credits
Length	AS Degree
Certification	

I. **MAJOR CONCEPTS/CONTENT:** The purpose of this program is to prepare students for employment as administrative medical secretaries (205.137-010), medical office managers, medical administrative assistants, medical transcriptionists, medical records managers, medical secretary technicians, medical insurance technicians, or to provide supplemental training for persons previously or currently employed in these occupations.

II. **LABORATORY ACTIVITIES:** Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, dictation/ transcription equipment, computers and peripheral equipment.

III. **SPECIAL NOTE:** Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is an associate degree.

IV. **INTENDED OUTCOMES:** After successfully completing this program, the student will be able to:

01.0 Perform telephone activities.

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02.0 Perform math computations.
03.0 Perform keyboarding/typewriting activities.
04.0 Perform filing activities.
05.0 Perform accounting activities.
06.0 Perform communication activities.
07.0 Demonstrate a knowledge of human relations skills.
08.0 Develop appropriate grooming habits.
09.0 Perform job application activities.
10.0 Perform information processing activities.
11.0 Develop leadership skills.
12.0 Perform consumer economics activities.
13.0 Perform mail handling activities.
14.0 Demonstrate a knowledge of reprographic activities.
15.0 Perform decision making activities.
16.0 Perform machine dictation/transcription activities.
17.0 Perform medical secretarial activities.
18.0 Perform medical office management activities.
19.0 Perform records management activities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Medical Secretarial Technology
Secondary Number:
Postsecondary Number: 0507.060500

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers.
01.03 Identify the techniques of answering and placing calls.
01.04 Record messages.
01.05 Transfer telephone calls.
01.06 Identify and demonstrate procedures for screening calls.
01.07 Identify procedures for placing a conference call.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.03 Solve problems involving decimals and fractions.
02.04 Solve problems involving percentages and discounts using a calculator.
02.05 Solve problems involving comparison shopping using a calculator.
02.06 Interpret graphs and tables.
02.07 Solve finance charge and annual percentage rate problems using a calculator.
02.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
02.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
02.10 Solve problems involving perimeter or area of a rectangular region.
02.11 Solve problems involving length, width, or height.
02.12 Solve problems involving capacity.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding/typewriting techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight-copy material.
03.05 Type business letters and envelopes.
03.06 Type interoffice memoranda.
03.07 Type tabulated information.
03.08 Type a two-page letter.
03.09 Type business letters containing special features.

03.10 Type a memorandum to multiple recipients and address interoffice envelopes.
03.11 Type labels.
03.12 Type a report using footnotes or endnotes.
03.13 Type multi-copy preprinted business forms.
03.14 Type a news release.
03.15 Type minutes of a meeting.
03.16 Type tables in ruled and boxed form.
03.17 Type materials from handwritten copy.
03.18 Type a standardized document by merging selected paragraphs and variable information.
03.19 Type from rough draft copy containing proofreaders' marks.
03.20 Type different sizes of cards.
03.21 Type business letters containing enumerated items.
03.22 Type business letters containing tabulated material requiring different sizes of stationery.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and store materials alphabetically.
04.02 Identify types of filing supplies, equipment, and procedures.
04.03 Index, code, sort, and store numerically.
04.04 Retrieve materials from files.
04.05 Cross-reference materials in the alphabetic, numeric, geographic, and subject filing systems.
04.06 Recommend solutions to problems in existing filing systems.
04.07 Design form for initial inventory of records.
04.08 Search for and investigate information in files.
04.09 Identify definitions of records management terminology.
04.10 Index, code, sort, and store correspondence geographically, alphabetically, chronologically, numerically, and by subject.
04.11 List and describe methods of protecting vital records.
04.12 Recommend appropriate action for retention and disposal of records.
04.13 Identify characteristics of centralized and decentralized filing system.
04.14 Classify records into vital, useful, and nonessential categories.

05.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

05.01 Record transactions in a general journal.
05.02 Post entries from a general journal to a general ledger.
05.03 Prepare a worksheet.
05.04 Prepare an income statement.
05.05 Prepare an owner's equity statement.
05.06 Prepare a balance sheet.
05.07 Journalize and post adjusting entries.
05.08 Journalize and post closing entries.
05.09 Prepare a postclosing trial balance.
05.10 Prepare checks and stubs.
05.11 Endorse checks using special endorsements.
05.12 Prepare a deposit slip and adjust checkbook.
05.13 Prepare a bank reconciliation.

05.14 Maintain petty cash records.
05.15 Record transactions in special journals.
05.16 Post journal entries to subsidiary ledgers.
05.17 Prepare payroll records.
05.18 Interpret financial statements.
05.19 Demonstrate a knowledge of the accounting cycle.

06.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

06.01 Follow oral and written instructions.
06.02 Compose business and medical correspondence and related documents.
06.03 Prepare, outline, and deliver a short oral presentation.
06.04 Participate in group discussion as a member and as a leader.
06.05 Obtain appropriate information from graphics, maps, or signs.
06.06 Locate and record information retrieved from written resources including current business periodicals.
06.07 Annotate letters, reports, and/or news articles.
06.08 Edit documents using proofreading symbols.
06.09 Research and compose a document containing statistical information.
06.10 Spell and define words, including business and medical terminology.
06.11 Locate and record information found in standard and medical reference sources.
06.12 Demonstrate the ability to give oral directions.

07.0 DEMONSTRATE A KNOWLEDGE OF HUMAN RELATIONS SKILLS--The student will be able to:

07.01 Demonstrate appropriate work habits.
07.02 Identify traits that promote good human relations and increase job performance.
07.03 Analyze and develop written solutions to behavior problems on the job.

08.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

08.01 Identify appropriate attire and grooming for a medical office.
08.02 Demonstrate a knowledge of hygiene requirements in a medical office.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Identify sources of employment opportunities.
09.02 Complete employment forms.

09.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.04 Compose and type a follow-up letter.
09.05 Compose and type a letter of application and a resume.
09.06 Compose and type a letter of resignation.
09.07 Demonstrate job interview skills.
09.08 Identify methods for securing an employment reference.

10.0 PERFORM INFORMATION PROCESSING ACTIVITIES--The student will be able to:

10.01 Input, store, and output documents created from handwritten, typed, and dictated material using automated equipment.
10.02 Perform "boot-up" procedures on a microcomputer.
10.03 Edit letters and documents on automated equipment.
10.04 Revise stored documents and output using automated equipment.
10.05 Identify automated systems, equipment components, and electronic mail.
10.06 Identify the advantages of a hard disk system.
10.07 Design, input, and print a spreadsheet.
10.08 Demonstrate input/output techniques using a database program.
10.09 Demonstrate a knowledge of a telecommunication system.

11.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

11.01 Prepare an agenda.
11.02 Demonstrate the ability to conduct an orderly meeting.
11.03 Greet patients and introduce individuals.
11.04 Identify traits of employees with promotion potential.
11.05 List principles of group dynamics that maximize office morale.
11.06 Demonstrate a knowledge of professional organizations.
11.07 Identify purposes of parliamentary procedure.
11.08 Choose appropriate action in application of business ethics.
11.09 Demonstrate a knowledge of legal repercussions of breaches of confidentiality.

12.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

12.01 Identify basic principles of the American economic system.
12.02 Identify types and sources of consumer credit.
12.03 Identify services performed by consumer information sources.
12.04 Identify advantages and disadvantages of consumer credit.
12.05 Identify advantages of budgeting in personal financial planning.
12.06 Identify advantages of insurance in personal planning.

13.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

13.01 Classify mail.
13.02 Locate ZIP codes.
13.03 Process mail.
13.04 Identify special mail services.
13.05 Identify alternative courier and electronic mail services.

14.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

14.01 Identify characteristics of reprographic methods.
14.02 Make decisions on the best reprographic method to use.
14.03 Identify reprographic terms.
14.04 Identify characteristics of paper.

14.05 Demonstrate a knowledge of minor maintenance procedures used on photocopiers.

15.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

15.01 List the steps in problem solving.
15.02 Demonstrate the ability to determine work priorities.
15.03 Select the best way to handle confidential information.
15.04 Apply time management techniques.
15.05 Demonstrate a knowledge of laws regulating photocopying of documents.
15.06 List in sequence procedures for conducting a feasibility study.
15.07 Prepare a day's schedule for an employer.
15.08 Choose appropriate action in situations requiring following a chain-of-command.
15.09 Choose appropriate action in solving problems involving violation of business principles.
15.10 Identify efficient ways to assign work to others.
15.11 Determine preventive actions for office communication problems.
15.12 Identify the best way to provide constructive feedback on improper behavior.
15.13 Identify options for solving personnel problems.

16.0 PERFORM MACHINE DICTATION/TRANSCRIPTION ACTIVITIES--The student will be able to:

16.01 Demonstrate correct techniques in machine dictation and transcription.
16.02 Transcribe recorded dictation of medical correspondence and other medical documents.
16.03 Evaluate transcription systems for office utilization.

17.0 PERFORM MEDICAL SECRETARIAL ACTIVITIES--The student will be able to:

17.01 Select and complete insurance forms.
17.02 Record charges and collections and prove accounting transactions.
17.03 Schedule appointments and activities.
17.04 Define medical terms.
17.05 Locate and record information found in a medical dictionary.
17.06 Locate and record information found in the *Physician's Desk Reference*.
17.07 Prepare and maintain patient records.
17.08 Compose correspondence.
17.09 Demonstrate a knowledge of the principles of confidentiality between physician and patient.
17.10 Locate and record information from medical records.

18.0 PERFORM MEDICAL OFFICE MANAGEMENT ACTIVITIES--The student will be able to:

18.01 Evaluate job applicants on the basis of interviews.
18.02 Select items to include in new employees' orientation.
18.03 Select and delegate tasks.

18.04 Discuss the performance appraisal of an employee with him/her, set goals and recommend training.
18.05 Select a vendor of office supplies.
18.06 Budget office expenses.
18.07 Make decisions on major equipment acquisition.
18.08 Calculate changes and maintain patients records.
18.09 Define the major functions of office management.
18.10 List characteristics of effective leaders/managers.
18.11 List the steps in problem solving.
18.12 Maintain work schedules for payroll purposes.
18.13 Recommend employees for promotion.
18.14 Demonstrate a knowledge of motivational techniques.
18.15 Sketch the layout of a medical office using the principles of ergonomics.

19.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

19.01 Identify the components of a records management system.
19.02 Prioritize activities for the organization of a records management system.
19.03 Identify the principles of forms control.
19.04 Identify principles governing the planning of a records retention and disposition schedule.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Office Management Technology
Occupational Area:	Business
	PSV
CIP Number	0507.040100
Grade Level	College Credits
Length	AS Degree
Certification	

I. **MAJOR CONCEPTS/CONTENT:** The purpose of this program is to prepare students for employment as office managers (166.167-030), administrative office managers, equipment sales representatives, administrative support managers, business managers, and executive secretaries, telecommunication managers, electronic office managers, personnel office managers, insurance office managers, executive assistants or to provide supplemental training for a person previously or currently employed in these occupations.

The content prepares individuals to expedite and facilitate the maintenance and production of correspondence and records; telecommunicate; maintain office budget; planning; preparing correspondence; filing documents; and assisting in the administration of policy.

II. **LABORATORY ACTIVITIES:** Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, dictation/ transcription equipment, computers, and peripheral equipment.

III. **SPECIAL NOTE:** Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is an associate degree.

IV. **INTENDED OUTCOMES**: After successfully completing this program, the student will be able to:

01.0 Perform telephone activities.
02.0 Perform math computations.
03.0 Perform keyboarding/typewriting activities.
04.0 Perform filing activities.
05.0 Perform accounting activities.
06.0 Perform communication activities.
07.0 Demonstrate a knowledge of human relations skills.
08.0 Develop appropriate grooming habits.
09.0 Perform job application activities.
10.0 Perform information processing activities.
11.0 Develop leadership skills.
12.0 Perform consumer economics activities.
13.0 Perform mail handling activities.
14.0 Demonstrate a knowledge of reprographic activities.
15.0 Perform decision making activities.
16.0 Perform machine dictation/transcription activities.
17.0 Perform management activities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Office Management Technology
Secondary Number:
Postsecondary Number: 0507.040100

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers.
01.03 Identify the techniques of answering and placing calls.
01.04 Record messages.
01.05 Transfer telephone calls.
01.06 Identify and demonstrate procedures for screening calls.
01.07 Identify procedures for placing a conference call.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.03 Solve problems involving decimals and fractions.
02.04 Solve problems involving percentages and discounts using a calculator.
02.05 Solve problems involving comparison shopping using a calculator.
02.06 Interpret graphs and tables.
02.07 Solve finance charge and annual percentage rate problems using a calculator.
02.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
02.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
02.10 Solve problems involving perimeter or area of a rectangular region.
02.11 Solve problems involving length, width, or height.
02.12 Solve problems involving capacity.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding/typewriting techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight-copy material.
03.05 Type business letters and envelopes.
03.06 Type interoffice memoranda.
03.07 Type tabulated information.
03.08 Type a two-page letter.
03.09 Type business letters containing special features.

03.10 Type a memorandum to multiple recipients and address interoffice envelopes.
03.11 Type labels.
03.12 Type a report using footnotes or endnotes.
03.13 Type multi-copy pre-printed business forms.
03.14 Type a news release.
03.15 Type minutes of a meeting.
03.16 Type tables in ruled and boxed form.
03.17 Type material from handwritten copy.
03.18 Type a standardized document by merging selected paragraphs and variable information.
03.19 Type from rough draft copy containing proofreaders' marks.
03.20 Type different sizes of cards.
03.21 Type business letters with enumerated items.
03.22 Type business letters containing tabulated material on different sizes of stationery.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and store materials alphabetically.
04.02 Identify types of filing supplies, equipment, and procedures.
04.03 Index, code, sort, and store numerically.
04.04 Retrieve materials from files.
04.05 Cross-reference materials in the alphabetic, numeric, geographic, and subject filing systems.
04.06 Recommend solutions to problems in existing filing systems.
04.07 Design form for initial inventory of records.
04.08 Search for and investigate information in files.
04.09 Identify definitions of records management terminology.
04.10 Index, code, sort, and store correspondence geographically, alphabetically, chronologically, numerically, and by subject.
04.11 List and describe methods of protecting vital records.
04.12 Recommend appropriate action for the retention and disposal of records.
04.13 Identify characteristics of centralized and decentralized filing systems.
04.14 Classify records into vital, useful, and nonessential categories.

05.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

05.01 Record transactions in a general journal (journalize).
05.02 Post entries from a general journal to a general ledger.
05.03 Prepare a work sheet.
05.04 Prepare an income statement.
05.05 Prepare owner's equity.
05.06 Prepare a balance sheet.
05.07 Journalize and post adjusting entries.
05.08 Journalize and post closing entries.
05.09 Prepare a postclosing trial balance.
05.10 Prepare checks and stubs.
05.11 Endorse checks using special endorsements.
05.12 Prepare a deposit slip and adjust checkbook.
05.13 Prepare a bank reconciliation.

05.14 Maintain petty cash records.
05.15 Record transactions in special journals.
05.16 Post journal entries to subsidiary ledgers.
05.17 Prepare payroll records.
05.18 Interpret financial statements.
05.19 Demonstrate a knowledge of the accounting cycle.

06.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

06.01 Follow oral and written instructions.
06.02 Compose business correspondence and related documents.
06.03 Prepare, outline, and deliver a short oral presentation.
06.04 Participate in group discussion as a member and as a leader.
06.05 Obtain appropriate information from graphics, maps, or signs.
06.06 Locate and record information retrieved from written resources.
06.07 Dictate for recording medium.
06.08 Annotate letters, reports, and/or news articles.
06.09 Research and compose a document containing statistical information.
06.10 Spell and define words, including business terminology.
06.11 Edit documents using proofreaders' marks.
06.12 Select the appropriate medium for transmitting information.
06.13 Compose an electronic message using appropriate format and composition.
06.14 Prepare visual material to support an oral presentation.

07.0 DEMONSTRATE A KNOWLEDGE OF HUMAN RELATIONS SKILLS--The student will be able to:

07.01 Demonstrate appropriate work habits.
07.02 Identify traits that promote good human relations and increase job performance.
07.03 Analyze and develop written solutions to behavior problems affecting job performance.
07.04 Recognize the effect of organizational and cultural change on the job.
07.05 Demonstrate a knowledge of motivational techniques.

08.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

08.01 Identify appropriate attire and grooming for a business office.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Identify sources of employment opportunities
09.02 Complete employment forms.
09.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.04 Compose and type a follow-up letter.
09.05 Compose and type a letter of application and a resume.
09.06 Compose and type a letter of resignation.
09.07 Demonstrate job interview skills.
09.08 Identify methods for securing an employment reference.

10.0 PERFORM INFORMATION PROCESSING ACTIVITIES--The student will be able to:

10.01 List major programming languages used in business data processing.
10.02 Locate requested information on a computer printout.
10.03 Identify applications of computers in business.
10.04 Identify terms commonly used in information processing.
10.05 Identify automated business systems, equipment components, and electronic media.
10.06 Edit letters and documents using automated equipment.
10.07 Input, store, and output letters from handwritten or typed material on automated equipment.
10.08 Input, store, and output dictated letters and documents on automated equipment.
10.09 Input, store, and output tabulated documents from handwritten or typed material on automated equipment.
10.10 Revise stored documents and output them on automated equipment.
10.11 Sequence and define the steps of an information processing cycle.
10.12 Input numeric data.
10.13 Use office operations manual.
10.14 Develop a flowchart.
10.15 Perform "boot-up" procedures on a microcomputer.
10.16 Develop a component of an office operations manual.
10.17 Perform computer activities using data base, spreadsheet, and graphics software.
10.18 Edit and verify printout information.

11.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

11.01 Prepare an agenda.
11.02 Demonstrate the ability to conduct an orderly meeting.
11.03 Greet and introduce individuals.
11.04 Identify traits of employees with promotion potential.
11.05 List principles of group dynamics that maximize office morale.
11.06 Demonstrate a knowledge of professional organizations.

12.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

12.01 Identify basic concepts of the American economic system.
12.02 Identify basic types and sources of consumer credit.
12.03 Review an equipment maintenance contract.
12.04 Identify advantages and disadvantages of consumer credit.

13.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

13.01 Classify mail.
13.02 Locate ZIP codes.
13.03 Process mail.
13.04 Identify special mail services.
13.05 Identify alternative courier and electronic mail services.

14.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

14.01 Identify characteristics of reprographic methods.
14.02 Make decisions on best reprographic method to use.
14.03 Identify correct definitions of terms used in reprographics.
14.04 Identify characteristics of paper.

15.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

15.01 List the steps in problem solving.
15.02 Demonstrate the ability to determine the proper priority of work.
15.03 Prepare a day's schedule for an employer.
15.04 Choose appropriate action in situations requiring application of business ethics.
15.05 Choose appropriate action in situations requiring following a chain of command.
15.06 Choose appropriate action in situations requiring effective time management.
15.07 Identify ways to assign work to others.
15.08 Determine preventive actions for office communication problems.
15.09 Select the best way to handle confidential information.
15.10 Identify the best way to provide constructive feedback on improper behavior.
15.11 Identify options for solving personnel problems.
15.12 Choose appropriate action in solving problems involving violation of business principles.

16.0 PERFORM MACHINE DICTATION/TRANSCRIPTION ACTIVITIES--The student will be able to:

16.01 Demonstrate techniques in machine dictation and transcription.
16.02 Transcribe recorded dictation of business related documents.
16.03 Evaluate transcription systems for office utilization.

17.0 PERFORM MANAGEMENT ACTIVITIES--The student will be able to:

17.01 Identify management styles.
17.02 Prepare managerial reports about production, personnel, equipment, and operational costs.
17.03 Set priorities and develop more efficient procedures for work flow.
17.04 Discuss the performance appraisals with employees, set goals, and recommend training.
17.05 Prepare a general budget.
17.06 Choose appropriate action applying business management techniques.
17.07 Apply time management techniques to office schedule.
17.08 Develop short/long range plans including EAEO and equity guidelines.
17.09 Develop procedures for handling grievances.
17.10 Evaluate job applicants based upon interviews.
17.11 Select items to include in a new employee's orientation to the job.
17.12 Select and delegate tasks.

17.13 Recommend employees for promotion.
17.14 Budget office expenses.
17.15 Sketch the layout of an office using principles of ergonomics.
17.16 Choose vendors from whom to purchase office supplies.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Office Supervision
Occupational Area:	Business
	PSAV
Program Numbers	**B070401**
CIP Number	0507.040101
Grade Level	30, 31
Length	900 hours
Certification	BUS ED @4 1 @2
	TEACH CBE @7
	VOE @7
	STENOG @4
	CLERICAL @7 G
	SECRETAR @7 G
	MANAG SUPV @7 G

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as supervisors, correspondence (249.137-018), telecommunication supervisors, software applications supervisors, office supervisors, supervisors of records and information clerks, office assistants, records supervisors, files supervisors, or to provide supplemental training for persons previously or currently employed in these occupational areas.

The content prepares individuals to use keyboards in a variety of activities, including recordkeeping duties, maintaining basic personnel information, and providing support for management while continuing to perform routine secretarial duties.

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, computers, and peripheral equipment.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Florida Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Rule 6A-10.040, FAC., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 900 hours.

IV. **INTENDED OUTCOMES**: After successfully completing this program, the student will be able to:

01.0 Perform telephone activities.
02.0 Perform math computations.
03.0 Perform keyboarding/typewriting activities.
04.0 Perform filing activities.
05.0 Perform business records activities.
06.0 Perform communication activities.
07.0 Demonstrate a knowledge of human relations skills.
08.0 Develop appropriate grooming habits.
09.0 Perform job application activities.
10.0 Perform information processing activities.
11.0 Develop leadership skills.
12.0 Perform consumer economics activities.
13.0 Perform mail handling activities.
14.0 Demonstrate a knowledge of reprographic activities.
15.0 Perform decision making activities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Office Supervision
Secondary Number:
Postsecondary Number: B070401

For 1996-97, INTENDED OUTCOMES listed in Business Systems and Technology 1 and Business and Technology 2 may be incorporated into this program.

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers.
01.03 Identify the techniques of answering and placing calls.
01.04 Record messages.
01.05 Transfer telephone calls.
01.06 Identify and demonstrate procedures for screening calls.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.03 Solve problems involving percentages and discounts using a calculator.
02.04 Solve problems involving comparison shopping using a calculator.
02.05 Interpret line graphs and tables.
02.06 Solve finance charge and annual percentage rate problems using a calculator.
02.07 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
02.08 Solve problems involving decimals and fractions.
02.09 Solve problems involving perimeter or area of a rectangular region.
02.10 Solve problems involving length, width, or height.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding/typewriting techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight-copy material.
03.05 Type business letters and envelopes.
03.06 Type interoffice memoranda.
03.07 Type tabulated information.
03.08 Type a two-page letter.
03.09 Type business letters containing special features, enumerated items and tabulated material requiring different sizes of stationery.
03.10 Type a memorandum to multiple recipients and address interoffice envelopes.

03.11 Type labels.
03.12 Type a report using footnotes or endnotes.
03.13 Type multi-copy pre-printed business forms.
03.14 Type a news release.
03.15 Type minutes of a meeting.
03.16 Type tables in ruled and boxed form.
03.17 Type material from handwritten copy.
03.18 Type a standardized document by merging selected paragraphs and variable information.
03.19 Type from rough draft copy containing proofreaders' marks.
03.20 Type different sizes of cards.
03.21 Type business letters containing enumerated items.
03.22 Type business letters containing tabulated material requiring different sizes of stationery.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and store materials alphabetically.
04.02 Identify types of filing supplies, equipment, and procedures.
04.03 Index, code, sort, and store numerically.
04.04 Retrieve materials from files.
04.05 Cross-reference materials in the alphabetic, numeric, geographic, and subject filing systems.
04.06 Identify definitions of records management terminology.
04.07 Index, code, sort, and store correspondence geographically, alphabetically, chronologically, numerically, and by subject.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare checks and stubs.
05.02 Endorse checks using special endorsements.
05.03 Prepare a deposit slip and adjust checkbook.
05.04 Prepare a bank reconciliation.
05.05 Maintain petty cash records.
05.06 Record transactions in special journals.
05.07 Post journal entries to subsidiary ledgers.
05.08 Prepare payroll records.
05.09 Prepare purchase requisitions.
05.10 Prepare purchase orders.

06.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

06.01 Follow oral and written instructions.
06.02 Compose business correspondence and related documents.
06.03 Participate in group discussion as a member and as a leader.
06.04 Locate and record information retrieved from written resources, including current business periodicals.
06.05 Spell and define words, including business terminology.
06.06 Dictate for recording medium.

07.0 DEMONSTRATE A KNOWLEDGE OF HUMAN RELATIONS SKILLS--The student will be able to:

07.01 Demonstrate appropriate work habits.

07.02 Identify traits that promote good human relations and increase job performance.
07.03 Analyze and develop written solutions to behavior problems affecting job performance.

08.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

08.01 Identify appropriate attire and grooming for a business office.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Identify sources of employment opportunities
09.02 Complete employment forms.
09.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.04 Compose and type a follow-up letter.
09.05 Compose and type a letter of application and a resume.
09.06 Compose and type a letter of resignation.
09.07 Demonstrate job interview skills.
09.08 Identify methods of securing an employment reference.

10.0 PERFORM INFORMATION PROCESSING ACTIVITIES--The student will be able to:

10.01 List major programming languages used in business.
10.02 Locate requested information on a computer printout.
10.03 Identify applications of computers in business.
10.04 Identify terms commonly used in information processing.
10.05 Identify automated business systems, equipment components, and electronic media.
10.06 Edit letters and documents using automated equipment.
10.07 Input, store, and output letters from handwritten or typed material on automated equipment.
10.08 Input, store, and output dictated letters and documents on automated equipment.
10.09 Input, store, and output tabulated documents from handwritten or typed material on automated equipment.
10.10 Revise stored documents and output them on automated equipment.
10.11 Sequence and define the steps of an information processing cycle.
10.12 Input numeric data.
10.13 Use office operations manual.
10.14 Develop a flowchart.
10.15 Perform "boot-up" procedures on a microcomputer.
10.16 Verify the totals on a printout.

11.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

11.01 Prepare an agenda.
11.02 Demonstrate the ability to conduct an orderly meeting.
11.03 Greet and introduce individuals.
11.04 Demonstrate a knowledge of professional organizations.

12.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

    12.01 Identify basic concepts of the American economic system.
    12.02 Identify basic types and sources of consumer credit.
    12.03 Identify advantages and disadvantages of consumer credit.

13.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

    13.01 Classify mail.
    13.02 Locate ZIP codes.
    13.03 Process mail.
    13.04 Identify special mail services.
    13.05 Identify alternative courier and electronic mail services.

14.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

    14.01 Identify characteristics of reprographic methods.
    14.02 Make decisions on best reprographic method to use.
    14.03 Identify correct definitions of terms used in reprographics.
    14.04 Identify characteristics of paper.

15.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

    15.01 List the steps in problem solving.
    15.02 Demonstrate the ability to determine the proper priority of work.
    15.03 Prepare a day's schedule for an employer.
    15.04 Choose appropriate action in situations requiring application of business ethics.
    15.05 Choose appropriate action in situations requiring following a chain of command.
    15.06 Choose appropriate action in situations requiring effective time management.
    15.07 Identify ways to assign work to others.
    15.08 Select the best way to handle confidential information.
    15.09 Identify options for solving personnel problems.
    15.10 Demonstrate appropriate office behavior.
    15.11 Select items to include in a new employee's orientation to the job.
    15.12 Select and delegate tasks.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Office Support Technology	
Occupational Area:	Business	
	Secondary	PSAV
Program Numbers	**8209000**	**B070702**
CIP Number	0507.070200	0507.070200
Grade Level	9-12, 30, 31	30, 31
Length	3 credits	450 hours
Certification	BUS ED @4 1 @2	BUS ED @4 1 @2
	VOE @7	VOE @7
	TEACH CBE @7	TEACH CBE @7
	CLERICAL @7	CLERICAL @7 G
	STENOG @4	STENOG @4
	SECRETAR @7	SECRETAR @7 G

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as clerk typists (203.362-010), clerks, information clerks, data entry clerks, coding clerks, invoicing clerks, clerk typist assistants, keyboarding clerks, or to provide supplemental training for persons previously or currently employed in this occupational area.

The content prepares individuals to use keyboards in a variety of activities, including correspondence and compiling and typing of reports, application forms, business forms, and other data from clerical records.

It includes instruction in filing records and reports, posting information to records, sorting and distributing mail, answering telephones, computing with calculating machines, and an introduction to computer concepts as an integral part of modern business.

Listed below are the courses that comprise this program when offered at the secondary level. Schools may offer either **Core Option 1** or **Core Option 2** during 1997-98.

Core

Option 1
8209010 Keyboarding and Document Processing
AND
8206110 Business Computer Applications 1 **OR**
8207010 Emerging Technology in Business

Option 2
8209020 Business Systems and Technology 1
8209030 Business Systems and Technology 2

8212010 - Word Processing

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and include the use of typewriters, calculators, and automated equipment.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Rule 6A-10.040, FAC., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 450 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. **INTENDED OUTCOMES**: After successfully completing this program, the student will be able to:

01.0 Perform telecommunication activities.
02.0 Apply strategies of basic mathematical operations and concepts to the solution of business-related problems.
03.0 Perform keyboarding activities.
04.0 Perform records management activities.
06.0 Perform mail handling activities.
07.0 Perform communication activities.
09.0 Perform job application activities.
12.0 Perform decision making activities.
18.0 Perform word processing activities.
49.0 Perform machine transcription activities.
52.0 Exhibit positive human relations and leadership skills.
59.0 Develop employability skills.
63.0 Perform technology applications.
64.0 Identify global, legal and financial business concepts.
65.0 Perform electronic communication activities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Office Support Technology
Secondary Number: 8209000
Postsecondary Number: B070702

For 1996-97, INTENDED OUTCOMES listed in Business Systems and Technology 1 and Business and Technology 2 may be incorporated into this program.

01.0 PERFORM TELECOMMUNICATION ACTIVITIES--The student will be able to:

01.01 Identify current telecommunications equipment/methods.
01.02 Demonstrate procedures for placing and receiving calls.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.01 Verify mathematical calculations using the calculator/computer when appropriate.
02.02 Use estimation and approximation strategies to compare, contrast, and analyze a variety of business-related financial calculations.
02.03 Compute and discuss a variety of business-related financial calculations (payroll, interest rates, profit margins, taxes, etc.)
02.06 Analyze and discuss graphs and tables as used in the business world.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate correct touch keyboarding techniques including the ten-key pad.
03.03 Key and apply formatting principles.
03.04 Demonstrate keyboarding speed and accuracy.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.
03.13 Demonstrate proofreading skills using proofreaders' marks.

04.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

04.01 Define the different records management methods: alphabetic, geographic, subject, and numeric.

04.02 Index, code, sort, store, and retrieve documents.
04.03 Identify types of records management supplies, equipment, and procedures.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

06.01 Identify alternative mail services.
06.02 Process mail.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.
07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.
07.12 Use style manuals in the preparation of correspondence and reports.
07.13 Key final copy of revised documents.
07.14 Compose and revise sentences applying principles of standard English.
07.15 Read and interpret word processing documentation (e.g., software reference manuals) and/or other reference materials.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.04 Update and key resume.
09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter, and a letter of resignation.
09.10 Identify sources of employment opportunities.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.01 Determine work priorities.
12.02 Choose appropriate action in a situation requiring effective time management.
12.03 Select the best way to handle confidential information.
12.04 Identify conflict of interest situations.
12.10 Evaluate and select appropriate software package to complete assigned task.
12.12 Evaluate and select appropriate electronic resources.
12.13 Compare and select appropriate multimedia tools.
12.14 Evaluate information and choose relevant material.

18.0 PERFORM WORD PROCESSING ACTIVITIES--The student will be able to:

18.01 Identify the major skills necessary for word processing office occupations.
18.02 Identify word processing peripherals.
18.03 Input, store, and output documents from handwritten, typed, and dictated material.
18.04 Edit letters and documents using text-editing software.
18.05 Revise and print stored documents.

49.0 PERFORM MACHINE TRANSCRIPTION ACTIVITIES--The student will be able to:

49.01 Identify terms used in machine transcription.
49.02 Demonstrate correct techniques in machine transcription.
49.03 Key recorded dictation into computer.

52.0 EXHIBIT POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS--The student will be able to:

52.01 Work cooperatively with others.
52.02 Identify and resolve business ethics.
52.03 Identify appropriate protocol for the work environment; such as, cultural diversity, respect, chain of command, interpersonal skills, proper attire, and professionalism.

59.0 DEVELOP EMPLOYABILITY SKILLS--The student will be able to:

59.01 Conduct a job search.
59.02 Secure information about a career.
59.03 Identify documents which may be required when applying for a job.
59.05 Identify appropriate job interview behaviors.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.05 Identify functions of operating systems.
63.06 Demonstrate the use of operation systems.
63.07 Identify ethical issues related to technologies.
63.08 Demonstrate an awareness of emerging technology.

64.0 IDENTIFY GLOBAL, LEGAL AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

64.01 List, describe and compare the characteristics of selected global economic systems.
64.02 Describe the importance of entrepreneurship in selected global economic systems.
64.03 List, describe and compare the characteristics of diverse cultures which impact business activities.
64.04 Identify basic legal issues which affect the work place.

64.05 Identify basic financial services and prepare selected financial forms.

65.0 PERFORM ELECTRONIC COMMUNICATION ACTIVITIES--The student will be able to:

65.01 Identify research methods used to gather information.
65.02 Use electronic reference manuals.
65.03 Demonstrate proficiency in taking notes while gathering information.
65.04 Demonstrate interviewing techniques for gathering information.
65.05 Identify electronic research sources.
65.06 Demonstrate an understanding of electronic correspondence/conferencing.
65.07 Demonstrate appropriate electronic correspondence/conferencing etiquette.
65.08 Demonstrate effective listening skills.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8209010
Course Title: Keyboarding and Document Processing
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business technology education programs and includes the following areas: keyboarding, math, communication, and technology applications.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.01 Verify mathematical calculations using the calculator/computer when appropriate.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate correct touch keyboarding techniques including the ten-key pad.
03.03 Key and apply formatting principles.
03.04 Demonstrate keyboarding speed and accuracy.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.13 Demonstrate proofreading skills using proofreaders' marks.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.08 Demonstrate job interview techniques.

09.09 Compose and key a letter requesting a reference, follow-up letter and a letter of resignation.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.05 Identify functions of operating systems.
63.07 Identify ethical issues related to technology.
63.08 Demonstrate an awareness of emerging technology.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8206110
Course Title: Business Computer Applications 1
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide an introduction to computers and to develop entry-level skills for computer-related occupations using database, spreadsheet, and text editing.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.02 Use estimation and approximation strategies to compare, contrast, and analyze a variety of business-related financial calculations.
02.03 Compute and discuss a variety of business-related financial calculations (payroll, interest rates, profit margins, taxes, etc.).
02.06 Analyze and discuss graphs and tables as used in the business world.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.04 Demonstrate keyboarding speed and accuracy.
03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.
07.08 Compose and key a letter of application and resume.
07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).

52.0 EXHIBIT POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS--The student will be able to:

52.01 Work cooperatively with others.
52.02 Identify and resolve business ethics.
52.03 Identify appropriate protocol for the work environment; such as, cultural diversity, respect, chain of command, interpersonal skills, proper attire, and professionalism.

59.0 DEVELOP EMPLOYABILITY SKILLS--The student will be able to:

59.01 Conduct a job search.
59.02 Secure information about a career.
59.03 Identify documents which may be required when applying for a job.
59.05 Identify appropriate job interview behaviors.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.06 Demonstrate the use of operation systems.
63.08 Demonstrate an awareness of emerging technologies.

64.0 IDENTIFY GLOBAL, LEGAL AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

64.01 List, describe and compare the characteristics of selected global economic systems.
64.02 Describe the importance of entrepreneurship in selected global economic systems.
64.03 List, describe and compare the characteristics of diverse cultures which impact business activities.
64.04 Identify basic legal issues which affect the work place.
64.05 Identify basic financial services and prepare selected financial forms.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8207010
Course Title: Emerging Technology in Business
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to teach emerging technology and the effects of its application on society. The content will include, but not be limited to: Electronic research methods; business communications including speaking, listening, writing, and telecommunicating; multimedia presentation skills; ethical considerations related to technology; and emerging technologies affecting business. Instruction is designed to provide an understanding of the advances being made in technology today and in the future.

This course may substitute for Business Computer Applications 1 as a core course or is recommended as an enhancement to all business technology programs.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.10 Evaluate and select appropriate software package to complete assigned task.
12.12 Evaluate and select appropriate electronic resources.
12.13 Compare and select appropriate multi-media tools.
12.14 Evaluate information and choose relevant material.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.08 Demonstrate an awareness of emerging technologies.
63.09 Identify and define multimedia terminology.
63.10 Identify techniques for designing effective multimedia presentations.
63.11 Create and deliver a multimedia presentation.
63.12 Conduct business-related research using electronic resources.
63.13 Distribute business information electronically.
63.14 Distribute techniques for conducting a business meeting via satellite or on-line conferencing.
63.15 Participate in an electronic discussion on a business topic.

64.0 IDENTIFY GLOBAL, LEGAL, AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

64.06 Demonstrate an understanding of current copyright laws.
64.07 Demonstrate an understanding of ethics concerning electronic media and technology.
64.08 Demonstrate an understanding of computer security issues.

65.0 PERFORM ELECTRONIC COMMUNICATION ACTIVITIES--The student will be able to:

65.01 Identify research methods used to gather information.
65.02 Use electronic reference manuals.
65.03 Demonstrate proficiency in taking notes while gathering information.
65.04 Demonstrate interviewing techniques for gathering information.
65.05 Identify electronic research sources.
65.06 Demonstrate an understanding of electronic correspondence/conferencing.
65.07 Demonstrate appropriate electronic correspondence/ conferencing etiquette.
65.08 Demonstrate effective listening skills.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8212010
Course Title: Word Processing
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide instruction that will enable the student to perform the basic functions of input, edit, store, and retrieval utilizing electronic equipment.

01.0 PERFORM TELECOMMUNICATION ACTIVITIES--The student will be able to:

01.01 Identify current telecommunications equipment/methods.
01.02 Demonstrate procedures for placing and receiving calls.

04.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

04.01 Define the different records management methods: alphabetic, geographic, subject and numeric.
04.02 Index, code, sort, store and retrieve documents.
04.03 Identify types of records management supplies, equipment and procedures.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

06.01 Identify alternative mail services.
06.02 Process mail.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.06 Participate in group discussion activities.
07.12 Use style manuals in the preparation of correspondence and reports.
07.13 Key final copy of revised documents.
07.14 Compose and revise sentences applying principles of standard English.
07.15 Read and interpret word processing documentation (e.g., software reference manuals) and/or other reference materials.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.04 Update and key resume.
09.10 Identify sources of employment opportunities.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.01 Determine work priorities.
12.02 Choose appropriate action in a situation requiring effective time management.

12.03 Select the best way to handle confidential information.
12.04 Identify conflict of interest situations.

18.0 PERFORM WORD PROCESSING ACTIVITIES--The student will be able to:

18.01 Identify the major skills necessary for word processing office occupations.
18.02 Identify word processing peripherals.
18.03 Input, store, and output documents from handwritten, typed, and material.
18.04 Edit letters and documents using text-editing software.
18.05 Revise and print stored documents.

49.0 PERFORM MACHINE TRANSCRIPTION ACTIVITIES--The student will be able to:

49.01 Identify terms used in machine transcription.
49.02 Demonstrate correct techniques in machine transcription.
49.03 Key recorded dictation into computer.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title: Office Systems Specialist
Occupational Area: Business

PSVC

CIP Number 0507.060301
Grade Level College Credits
Length Certificate
Certification

I. **MAJOR CONCEPTS/CONTENT:** The purpose of this program is to prepare students for employment as office systems specialists (219.362-010), public information clerks, document specialists, office management trainees, information processing managers, information processing sales representatives, phototypesetting managers, electronic work station specialists, correspondence specialists, or reprographic specialists. Students also completing the legal specialty area will be prepared for employment as legal secretarial specialists, legal records specialists, legal research specialists, or judicial specialists. Students also completing the medical specialty area will be prepared for employment as medical secretarial specialists, medical insurance specialists, ward clerks, admitting clerks, or medical transcription specialists. Students also completing the software application specialty area will be prepared for employment as software specialists. Students also completing the word/information processing specialty area will be prepared for employment as information processing specialists or information specialists. Students also completing the word processing specialty area will be prepared for employment as word processing specialists or text editing specialists. Students also completing the insurance specialty area will be prepared for employment as insurance office specialists. The purpose of this program is also designed to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to assist management by expediting and facilitating the maintenance and production of correspondence and records; performing telephone functions; and planning. The content may include office functions in legal, medical, word processing, word/information, software application, and insurance areas.

II. **LABORATORY ACTIVITIES:** Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, dictation/ transcription equipment, computers, and peripheral equipment.

III. **SPECIAL NOTE:** Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organizations for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is a certificate.

IV. **INTENDED OUTCOMES:** After successfully completing this program, the student will be able to:

01.0 Perform telephone activities.
02.0 Perform math computations.
03.0 Perform keyboarding/typewriting activities.
04.0 Perform filing activities.
05.0 Perform business records activities.
06.0 Perform communication activities.
07.0 Demonstrate a knowledge of human relations skills.
08.0 Develop appropriate grooming habits.
09.0 Perform job application activities.
10.0 Perform information processing activities.
11.0 Develop leadership skills.
12.0 Perform consumer economics activities.
13.0 Perform mail handling activities.
14.0 Demonstrate a knowledge of reprographic activities.
15.0 Perform decision making activities.
16.0 Perform machine dictation/transcription activities.

STUDENTS SPECIALIZING IN ONE OF THE FOLLOWING AREAS, MUST COMPLETE THE STANDARDS WITHIN THAT SPECIALTY AREA:

Legal Specialty

17.0 Perform legal specialty activities.

Medical Specialty

18.0 Perform medical specialty activities.

Information Processing Specialty

19.0 Perform information processing specialty activities.

Word Processing Specialty

20.0 Perform word processing specialty activities.

Insurance Specialty

21.0 Perform insurance specialty activities.

Software Applications Specialty

22.0 Perform software applications activities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Office Systems Specialist
Secondary Number:
Postsecondary Number: 0507.060301

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers.
01.03 Identify the techniques of answering and placing calls.
01.04 Record messages.
01.05 Transfer telephone calls.
01.06 Identify and demonstrate procedures for screening calls.
01.07 Identify procedures for placing a conference call.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.03 Solve problems involving percentages and discounts using a calculator.
02.04 Solve problems involving comparison shopping using a calculator.
02.05 Interpret line graphs and tables.
02.06 Solve finance charge and annual percentage rate problems using a calculator.
02.07 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
02.08 Solve problems involving decimals and fractions.
02.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
02.10 Solve problems involving perimeter or area of a rectangular region.
02.11 Solve problems involving length, width, or height.
02.12 Solve problems involving capacity.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding/typewriting techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight-copy material.
03.05 Type business letters and envelopes.
03.06 Type interoffice memoranda.
03.07 Type tabulated information.
03.08 Type a two-page letter.

03.09 Type business letters containing special features, enumerated items and tabulated material requiring different sizes of stationery.
03.10 Type a memorandum to multiple recipients and address interoffice envelopes.
03.11 Type labels.
03.12 Type a report using footnotes or endnotes.
03.13 Type multi-copy preprinted business forms.
03.14 Type a news release.
03.15 Type minutes of a meeting.
03.16 Type tables in ruled and boxed form.
03.17 Type material from handwritten copy.
03.18 Type a standardized document by merging selected paragraphs and variable information.
03.19 Type from rough draft copy containing proofreaders' marks.
03.20 Type different sizes of cards.
03.21 Type business letters containing enumerated items.
03.22 Type business letters containing tabulated material requiring different sizes of stationery.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and store materials alphabetically.
04.02 Identify types of filing supplies, equipment, and procedures.
04.03 Index, code, sort, and store numerically.
04.04 Retrieve materials from files.
04.05 Cross-reference materials in the alphabetic, numeric, geographic, and subject filing systems.
04.06 Recommend solutions to problems in existing filing systems.
04.07 Design form for initial inventory of records.
04.08 Search for and investigate information in files.
04.09 Identify definitions of records management terminology.
04.10 Index, code, sort, and file correspondence geographically, alphabetically, chronologically, numerically, and by subject.
04.11 List and describe methods of protecting vital records.
04.12 Recommend appropriate action for the retention and disposal of records.
04.13 Identify characteristics of centralized and decentralized filing systems.
04.14 Classify records into vital, useful, and nonessential categories.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare checks and stubs.
05.02 Endorse checks using special endorsement.
05.03 Prepare a deposit slip and adjust checkbook.
05.04 Prepare bank reconciliations.
05.05 Prepare purchase requisitions.
05.06 Prepare purchase orders.
05.07 Prepare invoices.
05.08 Prepare sales slips.
05.09 Maintain petty cash records.
05.10 Prepare payroll records.

06.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

06.01 Follow oral and written instructions.
06.02 Compose business correspondence and related documents.
06.03 Prepare, outline, and deliver a short oral presentation.
06.04 Participate in group discussion as a member and as a leader.
06.05 Obtain appropriate information from graphics, maps, or signs.
06.06 Locate and record information retrieved from written resources.
06.07 Dictate for recording medium.
06.08 Annotate letters, reports, and/or news articles.
06.09 Research and compose a document containing statistical information.
06.10 Spell and define words, including business terminology.
06.11 Edit documents using proofreaders' marks.
06.12 Select the appropriate medium for transmitting information.
06.13 Compose an electronic message using appropriate format and composition.
06.14 Prepare visual material to support an oral presentation.

07.0 DEMONSTRATE A KNOWLEDGE OF HUMAN RELATIONS SKILLS--The student will be able to:

07.01 Demonstrate appropriate work habits.
07.02 Identify traits that promote good human relations and increase job performance.
07.03 Analyze and develop written solutions to behavior problems affecting job performance.

08.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

08.01 Identify appropriate attire and grooming for a business office.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Identify sources of employment opportunities.
09.02 Complete employment forms.
09.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.04 Compose and type a follow-up letter.
09.05 Compose and type a letter of application and a resume.
09.06 Compose and type a letter of resignation.
09.07 Demonstrate job interview skills.
09.08 Identify methods of securing an employment reference.

10.0 PERFORM INFORMATION PROCESSING ACTIVITIES--The student will be able to:

10.01 List major programming languages used in business data processing.
10.02 Locate requested information on a computer printout.
10.03 Identify applications of computers in business.
10.04 Identify terms commonly used in information processing.
10.05 Identify automated business systems, equipment components, and electronic media.

10.06 Edit letters and documents using automated equipment.
10.07 Input, store, and output letters from handwritten or typed material on automated equipment.
10.08 Input, store, and output dictated letters and documents on automated equipment.
10.09 Input, store, and output tabulated documents from handwritten or typed material on automated equipment.
10.10 Revise stored documents and output them on automated equipment.
10.11 Sequence and define the steps of an information processing cycle.
10.12 Input numeric data.
10.13 Use office operations manual.
10.14 Develop a flowchart.
10.15 Perform "boot-up" procedures on a microcomputer.
10.16 Develop a component of an office operations manual.
10.17 Perform computer activities using data base, spreadsheet, and graphics software.
10.18 Edit and verify printout information.

11.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

11.01 Choose appropriate action in a situation requiring application of business ethics.
11.02 Demonstrate the ability to conduct an orderly meeting.
11.03 Greet and introduce individuals.
11.04 Demonstrate a knowledge of professional organizations.

12.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

12.01 Identify basic concepts of the American economic system.
12.02 Identify basic types and sources of consumer credit.
12.03 Identify elements of a contract.
12.04 Identify advantages and disadvantages of consumer credit.

13.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

13.01 Classify mail.
13.02 Locate ZIP codes.
13.03 Process mail.
13.04 Identify special mail services.
13.05 Identify alternative courier and electronic mail services.

14.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

14.01 Identify characteristics of reprographic methods.
14.02 Make decisions on best reprographic method to use.
14.03 Identify correct definitions of terms used in reprographics.
14.04 Identify characteristics of paper.

15.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

15.01 List the steps in problem solving.

15.02 Demonstrate the ability to determine the proper priority of work.
15.03 Prepare a day's schedule for an employer.
15.04 Choose appropriate action in situations requiring application of business ethics.
15.05 Choose appropriate action in situations requiring following a chain of command.
15.06 Choose appropriate action in situations requiring effective time management.
15.07 Identify ways to assign work to others.
15.08 Determine preventive actions for office communication problems.
15.09 Select the best way to handle confidential information.
15.10 Identify the best way to provide constructive feedback on improper behavior.
15.11 Identify options for solving personnel problems.
15.12 Choose appropriate action in solving problems involving violation of business principles.

16.0 PERFORM MACHINE DICTATION/TRANSCRIPTION ACTIVITIES--The student will be able to:

16.01 Demonstrate techniques in machine dictation and transcription.
16.02 Transcribe recorded dictation of business related documents into mailable form.

SPECIALTY AREAS

17.0 PERFORM LEGAL SPECIALTY ACTIVITIES--The student will be able to:

17.01 Select and complete insurance forms.
17.02 Schedule appointments and activities.
17.03 Record legal office transactions.
17.04 Demonstrate a knowledge of legal terms.
17.05 Locate and record information found in legal references.
17.06 Transcribe from recorded legal dictation.
17.07 Prepare and maintain legal records.
17.08 Identify the court in which legal documents should be filed.

18.0 PERFORM MEDICAL SPECIALTY ACTIVITIES--The student will be able to:

18.01 Select and complete insurance forms.
18.02 Schedule appointments and activities.
18.03 Record medical office transactions.
18.04 Demonstrate a knowledge of medical terms.
18.05 Locate and record information found in medical references.
18.06 Transcribe from recorded medical dictation.
18.07 Prepare and maintain medical records.

19.0 PERFORM INFORMATION PROCESSING SPECIALTY ACTIVITIES--The student will be able to:

19.01 Edit documents on automated equipment.
19.02 Input, store, and output business documents.

19.03 Revise stored documents and output them using automated equipment.
19.04 Demonstrate a knowledge of word processing concepts and terminology.
19.05 Create business documents using spreadsheet and data base application software.
19.06 Demonstrate a knowledge of the advantages and disadvantages of integrated vs. dedicated software.

20.0 PERFORM WORD PROCESSING SPECIALTY ACTIVITIES--The student will be able to:

20.01 Edit documents on automated equipment.
20.02 Input, store, and output business documents.
20.03 Revise stored documents and output them using automated equipment.
20.04 Demonstrate a knowledge of word processing concepts and terminology.
20.05 Create business documents using word processing activities.
20.06 Demonstrate a knowledge of the advantages and disadvantages of different word processing software.

21.0 PERFORM INSURANCE SPECIALTY ACTIVITIES--The student will be able to:

21.01 Select and complete insurance forms.
21.02 Demonstrate a knowledge of insurance terminology.
21.03 Locate and record information found in insurance references.
21.04 Prepare and maintain insurance records.
21.05 Identify the steps in processing insurance claims and forms.
21.06 Complete insurance documents on automated equipment.

22.0 PERFORM SOFTWARE APPLICATIONS SPECIALTY ACTIVITIES--The student will be able to:

22.01 Prepare an electronic spreadsheet using cell and math cell functions.
22.02 Create a database.
22.03 Create visuals using electronic graphics software.
22.04 Create documents using integrated software.
22.05 Demonstrate a knowledge of desktop publishing.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Office Systems Technology
Occupational Area:	Business
	PSV
CIP Number	0507.060300
Grade Level	College Credits
Length	AS Degree
Certification	

I. **MAJOR CONCEPTS/CONTENT**: This program is designed to prepare students for employment as office systems managers (202.132-010), administrative secretaries, senior administrative secretaries, executive office administrators, senior word processing specialists, administrative assistants, directors of information support systems, office transcriptionists, correspondence secretaries, office systems technicians, reprographic technicians, insurance customer representatives, office system trainees, personal secretaries, telecommunication specialists, insurance technicians, electronic office technicians, or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to assist management by expediting and facilitating the maintenance and production of correspondence and records; to telecommunicate; maintain office budget; planning; preparing correspondence and resolutions; filing and maintaining documents; and assisting in the administration of policy.

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, dictation/transcription equipment, computers, and peripheral equipment.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which

the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is an associate degree.

IV. **INTENDED OUTCOMES:** After successfully completing this program, the student will be able to:

01.0 Perform telephone activities.
02.0 Perform math computations.
03.0 Perform keyboarding/typewriting activities.
04.0 Perform filing activities.
05.0 Perform accounting activities.
06.0 Perform communication activities.
07.0 Demonstrate a knowledge of human relations skills.
08.0 Develop appropriate grooming habits.
09.0 Perform job application activities.
10.0 Perform information processing activities.
11.0 Develop leadership skills.
12.0 Perform consumer economics activities.
13.0 Perform mail handling activities.
14.0 Demonstrate a knowledge of reprographic activities.
15.0 Perform decision making activities.
16.0 Perform machine dictation/transcription activities.
17.0 Perform stenographic activities.
18.0 Perform management activities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Office Systems Technology
Secondary Number:
Postsecondary Number: 0507.060300

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers.
01.03 Identify the techniques of answering and placing calls.
01.04 Record messages.
01.05 Transfer telephone calls.
01.06 Identify and demonstrate procedures for screening calls.
01.07 Identify procedures for placing a conference call.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.03 Solve problems involving percentages and discounts using a calculator.
02.04 Solve problems involving comparison shopping using a calculator.
02.05 Interpret line graphs and tables.
02.06 Solve finance charge and annual percentage rate problems using a calculator.
02.07 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
02.08 Solve problems involving decimals and fractions.
02.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
02.10 Solve problems involving perimeter or area of a rectangular region.
02.11 Solve problems involving length, width, or height.
02.12 Solve problems involving capacity.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding/typewriting techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight-copy material.
03.05 Type business letters and envelopes.
03.06 Type interoffice memoranda.
03.07 Type tabulated information.
03.08 Type a two-page letter.

03.09 Type business letters containing special features, enumerated items and tabulated material requiring different sizes of stationery.
03.10 Type a memorandum to multiple recipients and address interoffice envelopes.
03.11 Type labels.
03.12 Type a report using footnotes or endnotes.
03.13 Type multi-copy preprinted business forms.
03.14 Type a news release.
03.15 Type minutes of a meeting.
03.16 Type tables in ruled and boxed form.
03.17 Type material from handwritten copy.
03.18 Type a standardized document by merging selected paragraphs and variable information.
03.19 Type from rough draft copy containing proofreaders' marks.
03.20 Type different sizes of cards.
03.21 Type business letters containing enumerated items.
03.22 Type business letters containing tabulated material requiring different sizes of stationery.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and store materials alphabetically.
04.02 Identify types of filing supplies, equipment, and procedures.
04.03 Index, code, sort, and store numerically.
04.04 Retrieve materials from files.
04.05 Cross-reference materials in the alphabetic, numeric, geographic, and subject filing systems.
04.06 Recommend solutions to problems in existing filing systems.
04.07 Design form for initial inventory of records.
04.08 Search for and investigate information in files.
04.09 Identify definitions of records management terminology.
04.10 Index, code, sort, and file correspondence geographically, alphabetically, chronologically, numerically, and by subject.
04.11 List and describe methods of protecting vital records.
04.12 Recommend appropriate action for the retention and disposal of records.
04.13 Identify characteristics of centralized and decentralized filing systems.
04.14 Classify records into vital, useful, and nonessential categories.

05.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

05.01 Record transactions in a general journal (journalize).
05.02 Post entries from a general journal to a general ledger.
05.03 Prepare a work sheet.
05.04 Prepare an income statement.
05.05 Prepare owner's equity.
05.06 Prepare a balance sheet.
05.07 Journalize and post adjusting entries.
05.08 Journalize and post closing entries.
05.09 Prepare a postclosing trial balance.
05.10 Prepare checks and stubs.

05.11 Endorse checks using special endorsements.
05.12 Prepare a deposit slip and adjust checkbook.
05.13 Prepare a bank reconciliation.
05.14 Maintain petty cash records.
05.15 Record transactions in special journals.
05.16 Post journal entries to subsidiary ledgers.
05.17 Prepare payroll records.
05.18 Interpret financial statements.
05.19 Demonstrate a knowledge of the accounting cycle.

06.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

06.01 Follow oral and written instructions.
06.02 Compose business correspondence and related documents.
06.03 Prepare, outline, and deliver a short oral presentation.
06.04 Participate in group discussion as a member and as a leader.
06.05 Obtain appropriate information from graphics, maps, or signs.
06.06 Locate and record information retrieved from written resources.
06.07 Dictate for recording medium.
06.08 Annotate letters, reports, and/or news articles.
06.09 Research and compose a document containing statistical information.
06.10 Spell and define words, including business terminology.
06.11 Edit documents using proofreaders' marks.
06.12 Select the appropriate medium for transmitting information.
06.13 Compose an electronic message using appropriate format and composition.
06.14 Prepare visual material to support an oral presentation.

07.0 DEMONSTRATE A KNOWLEDGE OF HUMAN RELATIONS SKILLS--The student will be able to:

07.01 Demonstrate appropriate work habits.
07.02 Identify traits that promote good human relations and increase job performance.
07.03 Analyze and develop written solutions to behavior problems affecting job performance.
07.04 Recognize the effect of organizational and cultural change on the job.
07.05 Demonstrate a knowledge of motivational techniques.

08.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

08.01 Identify appropriate attire and grooming for a business office.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Identify sources of employment opportunities.
09.02 Complete employment forms.
09.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.04 Compose and type a follow-up letter.
09.05 Compose and type a letter of application and a resume.
09.06 Compose and type a letter of resignation.

09.07 Demonstrate job interview skills.
09.08 Identify methods of securing an employment reference.

10.0 PERFORM INFORMATION PROCESSING ACTIVITIES--The student will be able to:

10.01 List major programming languages used in business data processing.
10.02 Locate requested information on a computer printout.
10.03 Identify applications of computers in business.
10.04 Identify terms commonly used in information processing.
10.05 Identify automated business systems, equipment components, and electronic media.
10.06 Edit letters and documents using automated equipment.
10.07 Input, store, and output letters from handwritten or typed material on automated equipment.
10.08 Input, store, and output dictated letters and documents on automated equipment.
10.09 Input, store, and output tabulated documents from handwritten or typed material on automated equipment.
10.10 Revise stored documents and output them on automated equipment.
10.11 Sequence and define the steps of an information processing cycle.
10.12 Input numeric data.
10.13 Use office operations manual.
10.14 Develop a flowchart.
10.15 Perform "boot-up" procedures on a microcomputer.
10.16 Develop a component of an office operations manual.
10.17 Perform computer activities using data base, spreadsheet, and graphics software.
10.18 Edit and verify printout information.

11.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

11.01 Prepare an agenda.
11.02 Demonstrate the ability to conduct an orderly meeting.
11.03 Greet and introduce individuals.
11.04 Demonstrate a knowledge of professional organizations.
11.05 Identify traits of employees with promotion potential.
11.06 List some principles of group dynamics that maximize office morale.

12.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

12.01 Identify basic concepts of the American economic system.
12.02 Identify basic types and sources of consumer credit.
12.03 Identify advantages and disadvantages of consumer credit.

13.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

13.01 Classify mail.
13.02 Locate ZIP codes.
13.03 Process mail.
13.04 Identify special mail services.
13.05 Identify alternative courier and electronic mail services.

14.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

14.01 Identify characteristics of reprographic methods.
14.02 Make decisions on best reprographic method to use.
14.03 Identify correct definitions of terms used in reprographics.
14.04 Identify characteristics of paper.

15.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

15.01 List the steps in problem solving.
15.02 Demonstrate the ability to determine the proper priority of work.
15.03 Prepare a day's schedule for an employer.
15.04 Choose appropriate action in situations requiring application of business ethics.
15.05 Choose appropriate action in situations requiring following a chain of command.
15.06 Choose appropriate action in situations requiring effective time management.
15.07 Identify ways to assign work to others.
15.08 Determine preventive actions for office communication problems.
15.09 Select the best way to handle confidential information.
15.10 Identify the best way to provide constructive feedback on improper behavior.
15.11 Identify options for solving personnel problems.
15.12 Choose appropriate action in solving problems involving violation of business principles.

16.0 PERFORM MACHINE DICTATION/TRANSCRIPTION ACTIVITIES--The student will be able to:

16.01 Demonstrate techniques in machine dictation and transcription.
16.02 Transcribe recorded dictation of business related documents.
16.03 Evaluate transcription systems for office utilization.

17.0 PERFORM STENOGRAPHIC ACTIVITIES--The student will be able to:

17.01 Take shorthand notes and transcribe them into mailable copy.

18.0 PERFORM MANAGEMENT ACTIVITIES--The student will be able to:

18.01 Identify management styles.
18.02 Prepare managerial reports about production, personnel, equipment, and operational costs.
18.03 Set priorities and develop more efficient procedures for work flow.
18.04 Discuss the performance appraisals with employees, set goals, and recommend training.
18.05 Prepare a general budget.
18.06 Choose appropriate action applying business management techniques.
18.07 Apply time management techniques to office schedule.

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18.08 Develop short/long range plans including EAEO and equity guidelines.
18.09 Develop procedures for handling grievances.
18.10 Evaluate job applicants based upon interviews.
18.11 Select items to include in a new employee's orientation to the job.
18.12 Select and delegate tasks.
18.13 Recommend employees for promotion.
18.14 Budget office expenses.
18.15 Sketch layout of an office using principles of ergonomics.
18.16 Choose vendors from whom to purchase office supplies.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Postal Service Management
Occupational Area:	Business
	PSV
CIP Number	0506.999900
Grade Level	College Credits
Length	AS Degree
Certification	

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment in positions in the postal service as postal mail carriers (57305333) or postal service clerks (57308334), or to provide supplemental training for persons previously or currently employed in these occupations.

The content includes instruction to individuals in the areas of planning, organizing, and controlling of a business, with emphasis on selected theories of management and decision making and the knowledge and understanding necessary for managing people and functions in the postal service.

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and include the use of calculators, computers, peripheral equipment, keyboarding/typewriting systems, and may include dictation/transcription equipment.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training agreement, a training plan signed by the student, teacher and employer, including instructional objectives and a list of on-the-job and in-school learning experiences and a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must be paid for work performed.

The typical length of this program for the average achieving student is an associate degree.

IV. **INTENDED OUTCOMES:** After successfully completing this program, the student will be able to:

01.0 Perform math computations.
02.0 Perform keyboarding/typewriting activities.
03.0 Perform accounting activities.
04.0 Perform communication activities.
05.0 Perform human relations skills.
06.0 Develop appropriate grooming habits.
07.0 Perform job application activities.
08.0 Demonstrate knowledge of information processing concepts.
09.0 Develop leadership skills.
10.0 Perform consumer economic activities.
11.0 Perform decision making activities.
12.0 Identify, classify, and demonstrate management functions.
13.0 Demonstrate knowledge of postal management functions.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Postal Service Management
Secondary Number:
Postsecondary Number: 0506.999900

01.0 PERFORM MATH COMPUTATIONS--The student will be able to:

01.01 Solve addition, subtraction, multiplication, and division problems manually.
01.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
01.03 Solve problems involving decimals and fractions.
01.04 Solve problems involving percentages and discounts using a calculator.
01.05 Solve problems involving comparison shopping using a calculator.
01.06 Interpret graphs and tables.
01.07 Solve finance charge and annual percentage rate problems using a calculator.
01.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
01.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
01.10 Solve problems involving perimeter or area of a rectangular region.
01.11 Solve problems involving length, width, or height.
01.12 Solve problems involving capacity.

02.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

02.01 Demonstrate keyboarding/typewriting techniques.
02.02 Identify operative parts of keyboarding equipment.
02.03 Identify formatting principles.
02.04 Demonstrate speed and accuracy in typing straight-copy material.

03.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

03.01 Record transactions in a general journal.
03.02 Post entries from a general journal to a general ledger.
03.03 Prepare a worksheet.
03.04 Prepare an income statement.
03.05 Prepare an owner's equity statement.
03.06 Prepare a balance sheet.
03.07 Journalize and post adjusting entries.
03.08 Journalize and post closing entries.
03.09 Prepare a postclosing trial balance.
03.10 Prepare checks and stubs.
03.11 Endorse checks using special endorsements.
03.12 Prepare a deposit slip and adjust checkbook.
03.13 Prepare a bank reconciliation.

03.14 Maintain petty cash records.
03.15 Record transactions in special journals.
03.16 Post journal entries to subsidiary ledgers.
03.17 Prepare payroll records.
03.18 Interpret financial statements.
03.19 Demonstrate a knowledge of the accounting cycle.

04.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

04.01 Follow oral and written instructions.
04.02 Compose business correspondence and related documents.
04.03 Prepare, outline, and deliver a short oral presentation.
04.04 Participate in group discussion as a member and as a leader.
04.05 Obtain appropriate information from graphics, maps, or signs.
04.06 Locate and record information retrieved from written resources including current business periodicals.
04.07 Annotate letters, reports, and/or news articles.
04.08 Edit documents using proofreading symbols.
04.09 Research and compose a document containing statistical information.
04.10 Spell and define words, including business terminology.
04.11 Prepare visual material to support an oral presentation.

05.0 PERFORM HUMAN RELATIONS SKILLS--The student will be able to:

05.01 Demonstrate appropriate work habits.
05.02 Identify traits that promote good human relations and increase job performance.
05.03 Analyze and develop written solutions to behavior problems affecting job performance.

06.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

06.01 Identify appropriate attire and grooming for a business office.

07.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

07.01 Identify sources of employment opportunities.
07.02 Complete employment forms.
07.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
07.04 Compose and type a follow-up letter.
07.05 Compose and type a letter of application and a resume.
07.06 Compose and type a letter of resignation.
07.07 Demonstrate job interview skills.
07.08 Identify methods for securing an employment reference.

08.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

08.01 Demonstrate a knowledge of data processing concepts.
08.02 Identify computer hardware components and software.
08.03 Identify the major programming languages used in business data processing.

08.04 Locate requested information on a computer printout.
08.05 Locate errors on a computer printout.
08.06 Operate a microcomputer with appropriate software.

09.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

09.01 Prepare an agenda.
09.02 Demonstrate the ability to conduct an orderly meeting.
09.03 Greet and introduce individuals.

10.0 PERFORM CONSUMER ECONOMIC ACTIVITIES--The student will be able to:

10.01 Identify basic concepts of the American economic system.
10.02 Identify basic types and sources of consumer credit.

11.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

11.01 List the steps in problem solving.
11.02 Demonstrate the ability to determine the proper priority of work.
11.03 Prepare a day's schedule for an employer.
11.04 Choose appropriate action in situations requiring application of business ethics.
11.05 Choose appropriate action in situations requiring following a chain of command.
11.06 Choose appropriate action in situations requiring effective time management.
11.07 Identify ways to assign work to others.

12.0 IDENTIFY, CLASSIFY, AND DEMONSTRATE MANAGEMENT FUNCTIONS--The student will be able to:

12.01 Identify the correct definition of management.
12.02 Identify management positions and styles.
12.03 Identify the major functions of management.
12.04 Classify activities as part of the planning function of management.
12.05 Classify activities as part of the organizing function of management.
12.06 Classify activities as part of the staffing function of management.
12.07 Classify activities as part of the directing function of management.
12.08 Classify activities as part of the controlling function of management.
12.09 Distinguish among management functions.
12.10 Demonstrate a knowledge of the relationship between authority and responsibility to task accomplishment.
12.11 Select the most effective communication system.

13.0 DEMONSTRATE KNOWLEDGE OF POSTAL MANAGEMENT FUNCTIONS--The student will be able to:

13.01 Demonstrate a knowledge of customer services and delivery services as they relate to daily operations of stations, branches, and associate offices.

13.02 Demonstrate a knowledge of delivery services such as regulations, star routes, safety and postal operations, mail counts and inspections.

13.03 Demonstrate a knowledge of postal related customer services such as retail operations, sales and consumer services.

13.04 Demonstrate an understanding of procedures required in mail processing.

13.05 Demonstrate an understanding of the finance procedures for postal operations.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Practical Computer Skills
Occupational Area:	Business
	Secondary
Program Numbers	**8200330**
CIP Number	0507.0797PA
Grade Level	9-12, 30,31
Length	.50 credits
Certification	TEACH CBE @7 CLERICAL ¢7 SECRETAR ¢7 BUS DP ¢7 ELECT DP ¢7 TEC ELEC ¢7 BOOKKEEPIN @4 ¢7

I. **MAJOR CONCEPTS/CONTENT**: This course is designed to teach practical computer skills and the effects of their application on society.

Instruction is designed to provide an understanding of computer processing with minimum proficiency in computer operations and the effect of software applications in business activities.

Instructional experiences provided in this course do not necessarily prepare students for specific occupations.

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this computer course and include the use of microcomputers.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this course so that students may function effectively in the American enterprise economic system.

IV.0 **INTENDED OUTCOMES**: After successfully completing this course, the student will be able to:

02. Apply strategies of basic mathematical operations and concepts to the solution of business-related problems
07. Perform communication activities.
09. Perform job application activities.
63. Perform technology applications.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Practical Computer Skills
SECONDARY NUMBER: 8200330

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.01 Verify mathematical calculations using the calculator/computer when appropriate.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter and a letter of resignation.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.05 Identify functions of operating systems.
63.07 Identify ethical issues related to technology.
63.08 Demonstrate an awareness of emerging technologies.

PLEASE NOTE: This course along with Practical Keyboarding Skills is equivalent to Keyboarding and Document Processing. It is recommended that Practical Keyboarding Skills be taught first semester and Practical Computer Skills be taught second semester.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Practical Keyboarding Skills
Occupational Area:	Business
	Secondary
Program Numbers	**8200320**
CIP Number	0507.0798PA
Grade Level	9-12, 30,31
Length	.50 credits
Certification	BUS ED @4 1 @2 STENOG @4 VOE @7 TYPWRIT @4 TEACH CBE @7 CLERICAL ¢7 SECRETAR ¢7

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this course is to teach students basic keyboarding skills and techniques of formatting to include information systems inputting.

The content should include, but not be limited to, instruction designed to develop alphabetic, numeric, and symbolic keyboarding skills and techniques.

Instructional experiences provided in this course do not necessarily prepare students for specific occupations.

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this course and include the use of typewriters and calculators.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this course so that students may function effectively in the American enterprise economic system.

IV.0 **INTENDED OUTCOMES**: After successfully completing this course, the student will be able to:

02.0 Apply strategies of basic mathematical operations and concepts to the solution of business-related problems.
03.0 Perform keyboarding activities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program title: Practical Keyboarding Skills
SECONDARY NUMBER: 8200320

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.01 Verify mathematical calculations using the calculator/ computer when appropriate.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate correct touch keyboarding techniques including the ten-key pad.
03.03 Key and apply formatting principles.
03.04 Demonstrate keyboarding speed and accuracy.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.13 Demonstrate proofreading skills using proofreader's marks.

PLEASE NOTE: This course along with Practical Computer Skills is equivalent to Keyboarding and Document Processing. It is recommended that Practical Keyboarding Skills be taught first semester and Practical Computer Skills be taught second semester.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Recordkeeping	
Occupational Area:	Business	
	Secondary	
Program Numbers	**8209200**	
CIP Number	0507.070701	
Grade Level	9-12, 30, 31	
Length	2 credits	
Certification	BUS ED	@4 1 @2
	VOE	@7
	TEACH CBE	@7
	CLERICAL	¢7
	SECRETAR	¢7
	BOOKKEEPIN	@4 ¢7
	STENOG	@4

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as file clerks (55321357) or to provide supplemental training for persons previously or currently employed in this occupational area.

The content prepares individuals to answer telephone and information requests, keep records, screen people to secure required data, relay incoming and interoffice calls, supply information, file, process mail, perform typing activities, maintain basic financial records, and introduce computer concepts as applied to modern business.

This program focuses on broad, transferable skills and stresses understanding and demonstration of the following elements of the Recordkeeping industry; planning, management, finance, technical and production skills, underlying principles of technology, labor issues, community issues and health, safety, and environmental issues.

Listed below are the courses that comprise this program when offered at the secondary level. Schools may offer either **Core Option 1** or **Core Option 2** during 1997-98.

Core

Option 1

8209010 Keyboarding and Document Processing
AND
8206110 Business Computer Applications 1 **OR**
8207010 Emerging Technology in Business

Option 2

8209020 Business Systems and Technology 1
8209030 Business Systems and Technology 2

II. **LABORATORY ACTIVITIES:** Laboratory activities are an integral part of this program and include the use of typewriters, calculators and may include the use of microcomputers.

III. **SPECIAL NOTE:** Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) is the appropriate vocational student organization for providing leadership learning experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. **INTENDED OUTCOMES:** After successfully completing this program, the student will be able to:

02.0 Apply strategies of basic mathematical operations and concepts to the solution of business-related problems.
03.0 Perform keyboarding activities.
05.0 Perform business records activities.
07.0 Perform communication activities.
09.0 Perform job application activities.
12.0 Perform decision making activities.
35.0 Perform budgeting activities.
36.0 Perform petty cash duties.
37.0 Record cash receipts transactions.
38.0 Record cash payments transactions.
39.0 Record and maintain purchases.
40.0 Record and maintain sales records.
41.0 Record and maintain payroll records.
42.0 Record accounts payable transactions.
43.0 Record accounts receivable transactions.
52.0 Exhibit positive human relations and leadership skills.
59.0 Develop Employability skills.

63.0 Perform technology applications.
64.0 Identify global, legal and financial business concepts.
65.0 Perform electronic communication activities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Recordkeeping
Secondary Number: 8209200
Postsecondary Number:

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.01 Verify mathematical calculations using the calculator/computer when appropriate.
02.02 Use estimation and approximation strategies to compare, contrast, and analyze an variety of business-related financial calculations.
02.03 Compute and discuss a variety of business-related financial calculations (payroll, interest rates, profit margins, tazes, etc.)
02.06 Analyze and discuss graphs and tables as used in the business world.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate correct touch keyboarding techniques including the ten-key pad.
03.03 Key and apply formatting principles.
03.04 Demonstrate keyboarding speed and accuracy.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.
03.13 Demonstrate proofreading skills using proofreaders' marks.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare purchase requisitions.
05.02 Prepare purchase orders.
05.03 Prepare invoices.
05.10 Prepare checks and stubs and adjust checkbook.
05.11 Identify and demonstrate correct procedure for endorsing checks.
05.12 Prepare a deposit slip and adjust checkbook.
05.13 Prepare bank recondiliations and adjust checkbook.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.
07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.
07.08 Compose and key a letter of application and resume.
07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter and a letter of resignation.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.10 Evaluate and select appropriate software package to complete assigned task.
12.12 Evaluate and select appropriate electronic resources.
12.13 Compare and select appropriate multimedia tools.
12.14 Evaluate information and choose relevant material.

35.0 PERFORM BUDGETING ACTIVITIES--The student will be able to:

35.01 Prepare and follow a personal budget.
35.02 Record receipts and payments.

36.0 PERFORM PETTY CASH DUTIES--The student will be able to:

36.01 Establish, maintain, and replenish petty cash fund.
36.02 Write, classify, and record petty cash vouchers.

37.0 RECORD CASH RECEIPTS TRANSACTIONS--The student will be able to:

37.01 Make change without machine indications.
37.02 Receive cash from customers.
37.03 Process cash received through the mail.
37.04 Prepare bank deposits.

38.0 RECORD CASH PAYMENTS TRANSACTIONS--The student will be able to:

38.01 Make cash payments.
38.02 Use classified cash books.

39.0 RECORD AND MAINTAIN PURCHASES--The student will be able to:

39.01 Order and receive merchandise.
39.02 Process purchase invoices.
39.03 Control inventory.

40.0 RECORD AND MAINTAIN SALES RECORDS--The student will be able to:

40.01 Record and maintain cash and charge sales.
40.02 Record and maintain sales reports.

41.0 RECORD AND MAINTAIN PAYROLL RECORDS--The student will be able to:

41.01 Compute salaries from time cards.
41.02 Compute overtime earnings.
41.03 Compute deductions.
41.04 Prepare and verify payroll checks and records.

42.0 RECORD ACCOUNTS PAYABLE TRANSACTIONS--The student will be able to:

42.01 Process purchase invoices and record in purchases journal.
42.02 Post to accounts payable ledger.
42.03 Prepare debit memorandums.

43.0 RECORD ACCOUNTS RECEIVABLE TRANSACTIONS--The student will be able to:

43.01 Process sales invoices and record in sales journal.
43.02 Post to accounts receivable ledger.
43.03 Prepare credit memorandums.

52.0 EXHIBIT POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS--The student will be able to:

52.01 Work cooperatively with others
52.02 Identify and resolve business ethics.
52.03 Identify appropriate protocol for the work environment; such as, cultural diversity, respect, chain of command, interpersonal skills, proper attire, and professionalism.

59.0 DEVELOP EMPLOYABILITY SKILLS--The student will be able to:

59.01 Conduct a job search.
59.02 Secure information about a career.
59.03 Identify documents which may be required when applying for a job.
59.05 Identify appropriate job interview behaviors.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.05 Identify functions of operating systems.

63.06 Demonstrate the use of operation systems.
63.07 Identify ethical issues related to technology.
63.08 Demonstrate an awareness of emerging technology.
63.09 Identify and define multimedia terminology.
63.10 Identify techniques for designing effective multimedia presentations.
63.11 Create and deliver a multimedia presentation.
63.12 Conduct business-related research using electronic resources.
63.13 Distribute business information electronically.
63.14 Distribute techniques for conducting a business meeting via satellite or on-line conferencing.
63.15 Participate in an electronic discussion on a business topic.

64.0 IDENTIFY GLOBAL, LEGAL AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

64.01 List, describe and compare the characteristics of selected global economic systems.
64.02 Describe the importance of entrepreneurship in selected global economic systems.
64.03 List, describe and compare the characteristics of diverse cultures which impact business activities.
64.04 Identify basic legal issues which affect the workplace.
64.05 Identify basic financial services and prepare selected financial forms.

65.0 PERFORM ELECTRONIC COMMUNICATION ACTIVITIES--The student will be able to:

65.01 Identify research methods used to gather information.
65.02 Use electronic reference manuals.
65.03 Demonstrate proficiency in taking notes while gathering information.
65.04 Demonstrate interviewing techniques for gathering information.
65.05 Identify electronic research sources.
65.06 Demonstrate an understanding of electronic correspondence/conferencing.
65.07 Demonstrate appropriate electronic correspondence/conferencing etiquette.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8209010
Course Title: Keyboarding and Document Processing
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business technology education programs and includes the following areas: keyboarding, math, communication, and technology applications.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.01 Verify mathematical calculations using the calculator/computer when appropriate.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate correct touch keyboarding techniques including the ten-key pad.
03.03 Key and apply formatting principles.
03.04 Demonstrate keyboarding speed and accuracy.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.13 Demonstrate proofreading skills using proofreaders' marks.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.08 Demonstrate job interview techniques.

09.09 Compose and key a letter requesting a reference, follow-up letter and a letter of resignation.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.05 Identify functions of operating systems.
63.07 Identify ethical issues related to technology.
63.08 Demonstrate an awareness of emerging technology.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8209210
Course Title: Recordkeeping
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide skills so that accurate financial records can be kept. Business source documents and business procedures are emphasized.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare purchase requisitions.
05.02 Prepare purchase orders.
05.03 Prepare invoices.
05.10 Prepare checks and stubs and adjust checkbook.
05.11 Identify and demonstrate correct procedure for endorsing checks.
05.12 Prepare a deposit slip and adjust checkbook.
05.13 Prepare bank reconciliations and adjust checkbook.

35.0 PERFORM BUDGETING ACTIVITIES--The student will be able to:

35.01 Prepare and follow a personal budget.
35.02 Record receipts and payments.

36.0 PERFORM PETTY CASH DUTIES--The student will be able to:

36.01 Establish, maintain, and replenish petty cash fund.
36.02 Write, classify, and record petty cash vouchers.

37.0 RECORD CASH RECEIPTS TRANSACTIONS--The student will be able to:

37.01 Make change without machine indications.
37.02 Receive cash from customers.
37.03 Process cash received through the mail.
37.04 Prepare bank deposits.

38.0 RECORD CASH PAYMENTS TRANSACTIONS--The student will be able to:

38.01 Make cash payments.
38.02 Use classified cash books.

39.0 RECORD AND MAINTAIN PURCHASES--The student will be able to:

39.01 Order and receive merchandise.
39.02 Process purchase invoices.
39.03 Control inventory.

40.0 RECORD AND MAINTAIN SALES RECORDS--The student will be able to:

- 40.01 Record and maintain cash and charge sales.
- 40.02 Record and maintain sales reports.

41.0 RECORD AND MAINTAIN PAYROLL RECORDS--The student will be able to:

- 41.01 Compute salaries from time cards.
- 41.02 Compute overtime earnings.
- 41.03 Compute deductions.
- 41.04 Prepare and verify payroll checks and records.

42.0 RECORD ACCOUNTS PAYABLE TRANSACTIONS--The student will be able to:

- 42.01 Process purchase invoices and record in purchases journal.
- 42.02 Post to accounts payable ledger.
- 42.03 Prepare debit memorandums.

43.0 RECORD ACCOUNTS RECEIVABLE TRANSACTIONS--The student will be able to:

- 43.01 Process sales invoices and record in sales journal.
- 43.02 Post to accounts receivable ledger.
- 43.03 Prepare credit memorandums.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8206110
Course Title: Business Computer Applications 1
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide an introduction to computers and to develop entry-level skills for computer-related occupations using database, spreadsheet, and text editing.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.02 Use estimation and approximation strategies to compare, contrast, and analyze a variety of business-related financial calculations.
02.03 Compute and discuss a variety of business-related financial calculations (payroll, interest rates, profit margins, taxes, etc.).
02.06 Analyze and discuss graphs and tables as used in the business world.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.04 Demonstrate keyboarding speed and accuracy.
03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.
07.08 Compose and key a letter of application and resume.
07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).

52.0 EXHIBIT POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS--The student will be able to:

52.01 Work cooperatively with others.
52.02 Identify and resolve business ethics.
52.03 Identify appropriate protocol for the work environment; such as, cultural diversity, respect, chain of command, interpersonal skills, proper attire, and professionalism.

59.0 DEVELOP EMPLOYABILITY SKILLS--The student will be able to:

59.01 Conduct a job search.
59.02 Secure information about a career.
59.03 Identify documents which may be required when applying for a job.
59.05 Identify appropriate job interview behaviors.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.06 Demonstrate the use of operation systems.
63.08 Demonstrate an awareness of emerging technologies.

64.0 IDENTIFY GLOBAL, LEGAL AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

64.01 List, describe and compare the characteristics of selected global economic systems.
64.02 Describe the importance of entrepreneurship in selected global economic systems.
64.03 List, describe and compare the characteristics of diverse cultures which impact business activities.
64.04 Identify basic legal issues which affect the work place.
64.05 Identify basic financial services and prepare selected financial forms.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8207010
Course Title: Emerging Technology in Business
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to teach emerging technology and the effects of its application on society. The content will include, but not be limited to: Electronic research methods; business communications including speaking, listening, writing, and telecommunicating; multimedia presentation skills; ethical considerations related to technology; and emerging technologies affecting business. Instruction is designed to provide an understanding of the advances being made in technology today and in the future.

This course may substitute for Business Computer Applications 1 as a core course or is recommended as an enhancement to all business technology programs.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.10 Evaluate and select appropriate software package to complete assigned task.
12.12 Evaluate and select appropriate electronic resources.
12.13 Compare and select appropriate multi-media tools.
12.14 Evaluate information and choose relevant material.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.08 Demonstrate an awareness of emerging technologies.
63.09 Identify and define multimedia terminology.
63.10 Identify techniques for designing effective multimedia presentations.
63.11 Create and deliver a multimedia presentation.
63.12 Conduct business-related research using electronic resources.
63.13 Distribute business information electronically.
63.14 Distribute techniques for conducting a business meeting via satellite or on-line conferencing.
63.15 Participate in an electronic discussion on a business topic.

64.0 IDENTIFY GLOBAL, LEGAL, AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

64.06 Demonstrate an understanding of current copyright laws.
64.07 Demonstrate an understanding of ethics concerning electronic media and technology.
64.08 Demonstrate an understanding of computer security issues.

65.0 PERFORM ELECTRONIC COMMUNICATION ACTIVITIES--The student will be able to:

65.01 Identify research methods used to gather information.
65.02 Use electronic reference manuals.
65.03 Demonstrate proficiency in taking notes while gathering information.
65.04 Demonstrate interviewing techniques for gathering information.
65.05 Identify electronic research sources.
65.06 Demonstrate an understanding of electronic correspondence/conferencing.
65.07 Demonstrate appropriate electronic correspondence/ conferencing etiquette.
65.08 Demonstrate effective listening skills.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Records Management
Occupational Area:	Business
	PSV
CIP Number	0507.079902
Grade Level	College Credits
Length	AS Degree
Certification	

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as records managers (161.167-018), records information supervisors, and records information analysts. The work responsibilities include activities with paper, magnetic, electronic photographic, and micrographic records, forms and reports.

The records management program prepares individuals to supervise and/or manage the flow of information in an organization; and, through the establishment of a system, to create, store, maintain and dispose of records.

II. **LABORATORY ACTIVITIES**: Laboratory activities in this program include the use of computers, peripheral equipment, and reprographic and selected filing equipment.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is an associate degree.

IV. **INTENDED OUTCOMES**: After successfully completing this program, the student will be able to:

01.0 Perform telephone activities.
02.0 Perform math computations.
03.0 Perform keyboarding/typewriting activities.
04.0 Perform filing activities.
05.0 Perform accounting activities.
06.0 Perform communication activities.
07.0 Perform human relations skills.
08.0 Develop appropriate grooming habits.
09.0 Perform job application activities.
10.0 Demonstrate knowledge of information processing concepts.
11.0 Develop leadership skills.
12.0 Perform consumer economic activities.
13.0 Perform decision making activities.
14.0 Perform mail handling activities.
15.0 Demonstrate knowledge of reprographics.
16.0 Develop organizational skills for records/information control.
17.0 Develop records management skills
18.0 Demonstrate knowledge of forms design, analysis and control.
19.0 Demonstrate knowledge of archives.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Records Management
Secondary Number:
Postsecondary Number: 0507.079902

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers.
01.03 Identify the techniques of answering and placing calls.
01.04 Record messages.
01.05 Transfer telephone calls.
01.06 Identify and demonstrate procedures for screening calls.
01.07 Identify procedures for placing a conference call.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.03 Solve problems involving decimals and fractions.
02.04 Solve problems involving percentages and discounts using a calculator.
02.05 Solve problems involving comparison shopping using a calculator.
02.06 Interpret graphs and tables.
02.07 Solve finance charge and annual percentage rate problems using a calculator.
02.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
02.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
02.10 Solve problems involving perimeter or area of a rectangular region.
02.11 Solve problems involving length, width, or height.
02.12 Solve problems involving capacity.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding/typewriting techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight copy material.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and store materials alphabetically.
04.02 Identify types of filing supplies, equipment, and procedures.

04.03 Index, code, sort, and store numerically.
04.04 Retrieve materials from files.
04.05 Cross-reference materials in the alphabetic, numeric, geographic, and subject filing systems.
04.06 Recommend solutions to problems in existing filing systems.
04.07 Design form for initial inventory of records.
04.08 Search for and investigate information in files.
04.09 Identify definitions of records management terminology.
04.10 Index, code, sort, and store correspondence geographically, alphabetically, chronologically, numerically and by subject.
04.11 List and describe methods of protecting vital records.
04.12 Recommend appropriate action for retention and disposal of records.
04.13 Identify characteristics of centralized and decentralized filing systems.
04.14 Classify records into vital, useful, and nonessential categories.
04.15 Identify micrographic equipment and microforms.
04.16 Identify advantages and limitations of micro-records applications.
04.17 Identify filing, coding, and processing procedures of producing micro-records and other records.
04.18 Identify the stages in the life cycle of a record.
04.19 Identify equipment that can be used for records and information processing technology.

05.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

05.01 Record transactions in a general journal.
05.02 Post entries from a general journal to a general ledger.
05.03 Prepare a worksheet.
05.04 Prepare an income statement.
05.05 Prepare an owner's equity statement.
05.06 Prepare a balance sheet.
05.07 Journalize and post adjusting entries.
05.08 Journalize and post closing entries.
05.09 Prepare a postclosing trial balance.
05.10 Prepare checks and stubs.
05.11 Endorse checks using special endorsements.
05.12 Prepare a deposit slip and adjust checkbook.
05.13 Prepare a bank reconciliation.
05.14 Maintain petty cash records.
05.15 Record transactions in special journals.
05.16 Post journal entries to subsidiary ledgers.
05.17 Prepare payroll records.
05.18 Interpret financial statements.
05.19 Demonstrate a knowledge of the accounting cycle.

06.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

06.01 Follow oral and written instructions.
06.02 Compose business correspondence and related documents.
06.03 Prepare, outline, and deliver a short oral presentation.
06.04 Participate in group discussion as a member and as a leader.

06.05 Obtain appropriate information from graphics, maps, or signs.
06.06 Locate and record information retrieved from written resources Including current business periodicals.
06.07 Annotate letters, reports, and/or news articles.
06.08 Edit documents using proofreading symbols.
06.09 Research and compose a document containing statistical nformation.
06.10 Spell and define words, including business terminology.
06.11 Prepare visual material to support an oral presentation.

07.0 PERFORM HUMAN RELATIONS SKILLS--The student will be able to:

07.01 Demonstrate appropriate work habits.
07.02 Identify traits that promote good human relations and increase job performance.
07.03 Analyze and develop written solutions to behavior problems affecting job performance.

08.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

08.01 Identify appropriate attire and grooming for a business office.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Identify sources of employment opportunities.
09.02 Complete employment forms.
09.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.04 Compose and type a follow-up letter
09.05 Compose and type a letter of application and a resume.
09.06 Compose and type a letter of resignation.
09.07 Demonstrate job interview skills.
09.08 Identify methods for securing an employment reference.

10.0 DEMONSTRATE KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Locate and utilize requested information from hard and soft copy.
10.02 Identify business application software.
10.03 Load and operate a program on a microcomputer.
10.04 Identify terms associated with information processing.
10.05 Select appropriate software for records management.
10.06 Identify the major components of an automated office system.

11.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

11.01 Prepare an agenda.
11.02 Demonstrate the ability to conduct an orderly meeting.
11.03 Greet and introduce individuals.

12.0 PERFORM CONSUMER ECONOMIC ACTIVITIES--The student will be able to:

12.01 Identify basic concepts of the American economic system.

12.02 Identify basic types and sources of consumer credit.

13.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

13.01 List the steps in problem solving.
13.02 Demonstrate the ability to determine the proper priority of work.
13.03 Prepare a day's schedule for an employer.
13.04 Choose appropriate action in situations requiring application of business ethics.
13.05 Choose appropriate action in situations requiring following a chain of command.
13.06 Choose appropriate action in situations requiring effective time management.
13.07 Identify ways to assign work to others.
13.08 Select efficient methods of records organization.

14.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

14.01 Classify mail.
14.02 Locate zip codes.
14.03 Process mail.
14.04 Identify special mail services.
14.05 Identify alternative courier and electronic mail services.
14.06 Identify effective methods of mail transmission/distribution.
14.07 Select a software program for automating mail handling.

15.0 DEMONSTRATE KNOWLEDGE OF REPROGRAPHICS--The student will be able to:

15.01 Identify characteristics of reprographic methods.
15.02 Made decisions on the best reprographic method to use.

16.0 DEVELOP ORGANIZATIONAL SKILLS FOR RECORDS/INFORMATION CONTROL--The student will be able to:

16.01 Identify procedures for establishing a records management program.
16.02 List and describe the components of a records management system.
16.03 Identify well-designed forms.
16.04 Design a records center layout.
16.05 Plan the index for a records management manual.
16.06 Identify means for the control of a records management system.
16.07 Plan a records retention schedule.
16.08 Plan personnel needs for a records management department.
16.09 List and describe methods of protecting vital records.
16.10 Design the form for an initial inventory of records.
16.11 Identify principles of a reports management program.
16.12 Identify legal resources for records retention.

17.0 DEVELOP RECORDS MANAGEMENT SKILLS--The student will be able to:

17.01 Identify management styles.
17.02 Prepare personnel, equipment, and financial reports.

17.03 Evaluate qualifications and interview applicants.
17.04 Set priorities and develop efficient work flow procedures.
17.05 Identify components of office ergonomics.
17.06 Identify methods of maintaining security of information.
17.07 Identify procedures for selection of office furniture and equipment, hardware and software.
17.08 Recognize appropriate action to resolve personnel problems.
17.09 Evaluate performance of employees.
17.10 Identify employee motivational techniques.
17.11 Identify legal requirements which impact the design and operation of various media such as paper, microfilm, data processing and digitize records.

18.0 DEMONSTRATE KNOWLEDGE OF FORMS DESIGN, ANALYSIS AND CONTROL--The student will be able to:

18.01 Plan and design a forms management program.
18.02 Identify cost factors in the design and use of forms.
18.03 Prepare a numerical and a functional classification index.

19.0 DEMONSTRATE KNOWLEDGE OF ARCHIVES--The student will be able to:

19.01 Define the archival process.
19.02 Identify records that have archival value.
19.03 Identify methods of preserving archival documents.
19.04 Identify strategies for protecting archival records from disaster.
19.05 Identify strategies for recovering archival records exposed to disaster.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Records Specialist
Occupational Area:	Business
	PSVC
CIP Number	0507.079903
Grade Level	College Credits
Length	Certificate

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as file supervisors (206.137-010) or records information specialists. The work responsibilities include activities with paper, magnetic, electronic photographic, and micrographic records, forms and reports.

The records specialist program prepares individuals to supervise the flow of information in an organization.

II. **LABORATORY ACTIVITIES**: Laboratory activities in this program include the use of computers, peripheral equipment, and reprographic and selected filing equipment.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is a certificate.

IV. **INTENDED OUTCOMES**: After successfully completing this program, the student will be able to:

01.0 Perform telephone activities.
02.0 Perform math computations.

03.0 Perform keyboarding/typewriting activities.
04.0 Perform filing activities.
05.0 Perform accounting activities.
06.0 Perform communication activities.
07.0 Perform human relations skills.
08.0 Develop appropriate grooming habits.
09.0 Perform job application activities.
10.0 Demonstrate knowledge of information processing concepts.
11.0 Develop leadership skills.
12.0 Perform consumer economic activities.
13.0 Perform decision making activities.
14.0 Perform mail handling activities.
15.0 Demonstrate knowledge of reprographics.
16.0 Develop organizational skills for records/information control.
17.0 Develop records management skills.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Records Specialist
Secondary Number:
Postsecondary Number: 0507.079903

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers.
01.03 Identify the techniques of answering and placing calls.
01.04 Record messages.
01.05 Transfer telephone calls.
01.06 Identify and demonstrate procedures for screening calls.
01.07 Identify procedures for placing a conference call.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.03 Solve problems involving decimals and fractions.
02.04 Solve problems involving percentages and discounts using a calculator.
02.05 Solve problems involving comparison shopping using a calculator.
02.06 Interpret graphs and tables.
02.07 Solve finance charge and annual percentage rate problems using a calculator.
02.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
02.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
02.10 Solve problems involving perimeter or area of a rectangular region.
02.11 Solve problems involving length, width, or height.
02.12 Solve problems involving capacity.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding/typewriting techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight copy material.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and store materials alphabetically.
04.02 Identify types of filing supplies, equipment, and procedures.

04.03 Index, code, sort, and store numerically.
04.04 Retrieve materials from files.
04.05 Cross-reference materials in the alphabetic, numeric, geographic, and subject filing systems.
04.06 Recommend solutions to problems in existing filing systems.
04.07 Design form for initial inventory of records.
04.08 Search for and investigate information in files.
04.09 Identify definitions of records management terminology.
04.10 Index, code, sort, and store correspondence geographically, alphabetically, chronologically, numerically and by subject.
04.11 List and describe methods of protecting vital records.
04.12 Recommend appropriate action for retention and disposal of records.

04.13 Identify characteristics of centralized and decentralized filing systems.
04.14 Classify records into vital, useful, and nonessential categories.
04.15 Identify micrographic equipment and microforms.
04.16 Identify advantages and limitations of micro-records applications.
04.17 Identify filing, coding, and processing procedures of producing micro-records and other records.
04.18 Identify the stages in the life cycle of a record.
04.19 Identify equipment that can be used for records and information processing technology.

05.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

05.01 Record transactions in a general journal.
05.02 Post entries from a general journal to a general ledger.
05.03 Prepare a worksheet.
05.04 Prepare an income statement.
05.05 Prepare an owner's equity statement.
05.06 Prepare a balance sheet.
05.07 Journalize and post adjusting entries.
05.08 Journalize and post closing entries.
05.09 Prepare a postclosing trial balance.
05.10 Prepare checks and stubs.
05.11 Endorse checks using special endorsements.
05.12 Prepare a deposit slip and adjust checkbook.
05.13 Prepare a bank reconciliation.
05.14 Maintain petty cash records.
05.15 Record transactions in special journals.
05.16 Post journal entries to subsidiary ledgers.
05.17 Prepare payroll records.
05.18 Interpret financial statements.
05.19 Demonstrate a knowledge of the accounting cycle.

06.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

06.01 Follow oral and written instructions.
06.02 Compose business correspondence and related documents.
06.03 Prepare, outline, and deliver a short oral presentation.

06.04 Participate in group discussion as a member and as a leader.
06.05 Obtain appropriate information from graphics, maps, or signs.
06.06 Locate and record information retrieved from written resources including current business periodicals.
06.07 Annotate letters, reports, and/or news articles.
06.08 Edit documents using proofreading symbols.
06.09 Research and compose a document containing statistical information.
06.10 Spell and define words, including business terminology.
06.11 Prepare visual material to support an oral presentation.

07.0 PERFORM HUMAN RELATIONS SKILLS--The student will be able to:

07.01 Demonstrate appropriate work habits.
07.02 Identify traits that promote good human relations and increase job performance.
07.03 Analyze and develop written solutions to behavior problems affecting job performance.

08.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

08.01 Identify appropriate attire and grooming for a business office.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Identify sources of employment opportunities.
09.02 Complete employment forms.
09.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.04 Compose and type a follow-up letter
09.05 Compose and type a letter of application and a resume.
09.06 Compose and type a letter of resignation.
09.07 Demonstrate job interview skills.
09.08 Identify methods for securing an employment reference.

10.0 DEMONSTRATE KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Locate and utilize requested information from hard and soft copy.
10.02 Identify business application software.
10.03 Load and operate a program on a microcomputer.
10.04 Identify terms associated with information processing.

11.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

11.01 Prepare an agenda.
11.02 Demonstrate the ability to conduct an orderly meeting.
11.03 Greet and introduce individuals.

12.0 PERFORM CONSUMER ECONOMIC ACTIVITIES--The student will be able to:

12.01 Identify basic concepts of the American economic system.
12.02 Identify basic types and sources of consumer credit.

13.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

13.01 List the steps in problem solving.
13.02 Demonstrate the ability to determine the proper priority of work.
13.03 Prepare a day's schedule for an employer.
13.04 Choose appropriate action in situations requiring application of business ethics.
13.05 Choose appropriate action in situations requiring following a chain of command.
13.06 Choose appropriate action in situations requiring effective time management.
13.07 Identify ways to assign work to others.

14.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

14.01 Classify mail.
14.02 Locate zip codes.
14.03 Process mail.
14.04 Identify special mail services.
14.05 Identify alternative courier and electronic mail services.
14.06 Identify effective methods of mail transmission/distribution.
14.07 Select a software program for automating mail handling.

15.0 DEMONSTRATE KNOWLEDGE OF REPROGRAPHICS--The student will be able to:

15.01 Identify characteristics of reprographic methods.
15.02 Made decisions on the best reprographic method to use.

16.0 DEVELOP ORGANIZATIONAL SKILLS FOR RECORDS/INFORMATION CONTROL--The student will be able to:

16.01 Identify procedures for establishing a records management program.
16.02 List and describe the components of a records management system.
16.03 Identify well-designed forms.
16.04 Design a records center layout.
16.05 Plan the index for a records management manual.
16.06 Identify means for the control of a records management system.
16.07 Plan a records retention schedule.
16.08 Plan personnel needs for a records management department.
16.09 List and describe methods of protecting vital records.
16.10 Design the form for an initial inventory of records.
16.11 Identify principles of a reports management program.
16.12 Identify legal resources for records retention.

17.0 DEVELOP RECORDS MANAGEMENT SKILLS--The student will be able to:

17.01 Identify management styles.
17.02 Prepare personnel, equipment, and financial reports.
17.03 Evaluate qualifications and interview applicants.
17.04 Set priorities and develop efficient work flow procedures.

17.05 Identify components of office ergonomics.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Secretarial
Occupational Area:	Business
	PSAV
Program Numbers	**B070606**
CIP Number	0507.060600
Grade Level	30, 31
Length	750 hours
Certification	BUS ED @4 1 @2 VOE @7 TEACH CBE @7 SECRETAR @7 G STENOG @4

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as secretaries, except legal and medical (55108000), secretary assistants, correspondence assistants, office systems assistants, software applications assistants or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to assist with administrative and general office duties in a support capacity and includes instruction in scheduling appointments; exchanging information with callers; and taking and transcribing dictation using automated equipment.

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and include the use of automated keyboarding/typewriting systems, calculators, dictation/transcription equipment, and electronic text editing equipment.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which

the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Rule 6A-10.040, FAC., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 750 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. **INTENDED OUTCOMES**: After successfully completing this program, the student will be able to:

01.0 Perform telecommunication activities.
02.0 Perform mathematical applications.
03.0 Perform keyboarding activities.
04.0 Perform records management activities.
05.0 Perform business records activities.
06.0 Perform mail handling activities.
07.0 Perform communication activities.
08.0 Develop human relations skills.
09.0 Perform job application activities.
10.0 Demonstrate a knowledge of information processing concepts.
11.0 Perform consumer economics activities.
12.0 Perform decision making activities.
18.0 Perform word processing activities.
25.0 Perform stenographic activities.
49.0 Perform machine transcription activities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Secretarial
Secondary Number:
Postsecondary Number: B070606

For 1996-97, INTENDED OUTCOMES listed in Business Systems and Technology 1 and Business and Technology 2 may be incorporated into this program.

01.0 PERFORM TELECOMMUNICATION ACTIVITIES--The student will be able to:

01.01 Identify current telecommunications equipment/ methods.
01.02 Demonstrate procedures for placing and receiving telephone calls.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.
02.03 Apply addition, subtraction, multiplication, and division skills to the solution of business-related problems using a calculator/computer.
02.04 Compute, analyze, and prepare payroll data to include the calculation of gross pay (hourly and commissions), FICA and federal income tax to determine net pay.
02.05 Use estimation and approximation skills to compare, contrast and analyze a variety of office-related costs.
02.06 Compute and analyze finance charges and annual percentage rate problems.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.
03.13 Demonstrate proofreading skills using proofreaders' marks.

04.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

04.01 Define the different records management methods: alphabetic, geographic, subject, and numeric.
04.02 Index, code, sort, store, and retrieve documents.
04.03 Identify types of records management supplies, equipment, and procedures.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare purchase requisitions.
05.02 Prepare purchase orders.
05.03 Prepare invoices.
05.04 Maintain petty cash records.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

06.01 Identify alternative mail services.
06.02 Process mail.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division and accuracy of content.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.
07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.
07.12 Use style manuals in the preparation of correspondence and reports.
07.13 Key final copy of revised documents.
07.14 Compose and revise sentences applying principles of standard English.
07.15 Read and interpret word processing documentation (e.g., software reference manuals) and/or other reference materials.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.04 Update and key resume.
09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter, and a letter of resignation.
09.10 Identify sources of employment opportunities.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.
10.02 Identify terms commonly used in information processing.
10.03 Identify the major components of an electronic office system.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.
11.02 Identify advantages and disadvantages of consumer credit.
11.03 Identify types and sources of consumer credit.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.01 Determine work priorities.
12.02 Choose appropriate action in a situation requiring effective time management.
12.03 Select the best way to handle confidential information.
12.04 Identify conflict of interest situations.

18.0 PERFORM WORD PROCESSING ACTIVITIES--The student will be able to:

18.01 Identify the major skills necessary for word processing office occupations.
18.02 Identify word processing peripherals.
18.03 Input, store, and output documents from handwritten, typed, and dictated material.
18.04 Edit letters and documents using text-editing software.
18.05 Revise and print stored documents.

25.0 PERFORM STENOGRAPHIC ACTIVITIES--The student will be able to:

25.01 Read, write, and transcribe shorthand, brief forms, and other words representing theory principles.
25.02 Record and transcribe office style dictation.
25.03 Record unfamiliar dictated material and transcribe it in mailable form.
25.04 Refine mailable transcription skills using familiar and unfamiliar material.
25.05 Enhance shorthand speed and transcription skills.

49.0 PERFORM MACHINE TRANSCRIPTION ACTIVITIES--The student will be able to:

49.01 Identify terms used in machine transcription.
49.02 Demonstrate correct techniques in machine transcription.
49.03 Key recorded dictation into computer.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Secretarial Services	
Occupational Area:	Business	
	Secondary	PSAV
Program Numbers	**8212300**	**B070607**
CIP Number	0507.060700	0507.060700
Grade Level	9-12, 30, 31	30, 31
Length	3 credits	450 hours
Certification	BUS ED @4 1 @2	BUS ED @4 1 @2
	VOE @7	VOE @7
	TEACH CBE @7	TEACH CBE @7
	SECRETAR ¢7	SECRETAR @7 G
	STENOG @4	STENOG @4

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as stenographers (55302369), secretarial trainees, junior stenographers, and senior stenographers or to provide supplemental training for persons previcusly or currently employed in this occupational area.

The content prepares individuals to take and transcribe direct dictation of correspondence, reports, and other materials. The individual will perform general office duties.

Listed below are the courses that comprise this program when offered at the secondary level. Schools may offer either **Core Option 1** or **Core Option 2** during 1997-98.

Core

Option 1
8209010 Keyboarding and Document Processing
AND
8206110 Business Computer Applications 1 **OR**
8207010 Emerging Technology in Business

Option 2
8209020 Business Systems and Technology 1
8209030 Business Systems and Technology 2

8212210 - Shorthand

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems and calculators.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership learning experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with rule 6A-10.040, FAC., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 450 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. **INTENDED OUTCOMES:** After successfully completing this program, the student will be able to:

01.0 Perform telecommunication activities.
02.0 Apply strategies of basic mathematical operations and concepts to the solution of business-related problems.
03.0 Perform keyboarding activities.
04.0 Perform records management activities.
06.0 Perform mail handling activities.
07.0 Perform communication activities.

09.0 Perform job application activities.
12.0 Perform decision making activities.
25.0 Perform stenographic activities.
52.0 Exhibit positive human relations and leadership skills.
59 0 Develop employability skills.
63.0 Perform technology applications.
64.0 Identify global, legal, and financial business concepts.
65.0 Perform electronic communication activities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Secretarial Services
Secondary Number: 8212300
Postsecondary Number: B070607

For 1996-97, INTENDED OUTCOMES listed in Business Systems and Technology 1 and Business and Technology 2 may be incorporated into this program.

01.0 PERFORM TELECOMMUNICATION ACTIVITIES--The student will be able to:

01.01 Identify current telecommunications equipment/ methods.
01.02 Demonstrate procedures for placing and receiving telephone calls.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.01 Verify mathematical calculations using the calculator/computer when appropriate.
02.02 Use estimation and approximation strategies to compare, contrast, and analyze a variety of business-related financial calculations.
02.03 Compute and discuss a variety of business-related financial calculations (payroll, interest rates, profit margins, taxes, etc.).
02.06 Analyze and discuss graphs and tables as used in the business world.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate correct touch keyboarding techniques including the ten-key pad.
03.03 Key and apply formatting principles.
03.04 Demonstrate speed and accuracy.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.
03.13 Demonstrate proofreading skills using proofreaders' marks.

04.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

04.01 Define the different records management methods: alphabetic, geographic, subject, and numeric.
04.02 Index, code, sort, store, and retrieve documents.
04.03 Identify types of records management supplies, equipment, and procedures.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

06.01 Identify alternative mail services.
06.02 Process mail.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division and accuracy of content.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.
07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter, and a letter of resignation.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.10 Evaluate and select appropriate software package to complete assigned task.
12.12 Evaluate and select appropriate electronic resources.
12.13 Compare and select appropriate multi-media tools.
12.14 Evaluate information and choose relevant material.

25.0 PERFORM STENOGRAPHIC ACTIVITIES--The student will be able to:

25.01 Read, write, and transcribe shorthand, brief forms, and other words representing theory principles.
25.02 Record and transcribe office style dictation.
25.03 Record unfamiliar dictated material and transcribe it in mailable form.

52.0 EXHIBIT POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS--The student will be able to:

52.01 Work cooperatively with others.
52.02 Identify and resolve business ethics.

52.03 Identify appropriate protocol for the work environment; such as, cultural diversity, respect, chain of command, interpersonal skills, proper attire, and professionalism.

59.0 DEVELOP EMPLOYABILITY SKILLS--The student will be able to:

59.01 Conduct a job search.
59.02 Secure information about a career.
59.03 Identify documents which may be required when applying for a job.
59.05 Identify appropriate job interview behaviors.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.05 Identify functions of operating systems.
63.07 Identify ethical issues related to technology.
63.08 Demonstrate an awareness of emerging technologies.

64.0 IDENTIFY GLOBAL, LEGAL AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

64.01 List, describe and compare the characteristics of selected global economic systems.
64.02 Describe the importance of entrepreneurship in selected global economic systems.
64.03 List, describe and compare the characteristics of diverse cultures which impact business activities.
64.04 Identify basic legal issues which affect the work place.
64.05 Identify basic financial services and prepare selected financial forms.

65.0 PERFORM ELECTRONIC COMMUNICATION ACTIVITIES--The student will be able to:

65.01 Identify research methods used to gather information.
65.02 Use electronic reference manuals.
65.03 Demonstrate proficiency in taking notes while gathering information.
65.04 Demonstrate interviewing techniques for gathering information.
65.05 Identify electronic research sources.
65.06 Demonstrate an understanding of electronic correspondence/conferencing.
65.07 Demonstrate appropriate electronic correspondence/conferencing etiquette.
65.08 Demonstrate effective listening skills.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8209010
Course Title: Keyboarding and Document Processing
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business technology education programs and includes the following areas: keyboarding, math, communication, and technology applications.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

- 02.01 Verify mathematical calculations using the calculator/computer when appropriate.
- 02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
- 02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

- 03.01 Demonstrate correct touch keyboarding techniques including the ten-key pad.
- 03.03 Key and apply formatting principles.
- 03.04 Demonstrate keyboarding speed and accuracy.
- 03.05 Key business letters and envelopes.
- 03.06 Key interoffice memoranda.
- 03.07 Key tabulated information.
- 03.13 Demonstrate proofreading skills using proofreaders' marks.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 07.01 Locate, interpret and apply oral/written communications.
- 07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
- 07.03 Follow oral and written instructions.
- 07.04 Compose a brief autobiographical sketch to include career plans.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

- 09.01 Complete employment forms.
- 09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
- 09.03 Compose and key a letter of application and a resume.
- 09.08 Demonstrate job interview techniques.

09.09 Compose and key a letter requesting a reference, follow-up letter and a letter of resignation.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.05 Identify functions of operating systems.
63.07 Identify ethical issues related to technology.
63.08 Demonstrate an awareness of emerging technology.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8206110
Course Title: Business Computer Applications 1
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide an introduction to computers and to develop entry-level skills for computer-related occupations using database, spreadsheet, and text editing.

02.0 APPLY STRATEGIES OF BASIC MATHEMATICAL OPERATIONS AND CONCEPTS TO THE SOLUTION OF BUSINESS-RELATED PROBLEMS--The student will be able to:

02.02 Use estimation and approximation strategies to compare, contrast, and analyze a variety of business-related financial calculations.
02.03 Compute and discuss a variety of business-related financial calculations (payroll, interest rates, profit margins, taxes, etc.).
02.06 Analyze and discuss graphs and tables as used in the business world.
02.07 Develop, interpret, and discuss spreadsheets using algebraic formulas and concepts.
02.08 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.04 Demonstrate keyboarding speed and accuracy.
03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and apply oral/written communications.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.
07.08 Compose and key a letter of application and resume.
07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).

52.0 EXHIBIT POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS--The student will be able to:

52.01 Work cooperatively with others.
52.02 Identify and resolve business ethics.
52.03 Identify appropriate protocol for the work environment; such as, cultural diversity, respect, chain of command, interpersonal skills, proper attire, and professionalism.

59.0 DEVELOP EMPLOYABILITY SKILLS--The student will be able to:

59.01 Conduct a job search.
59.02 Secure information about a career.
59.03 Identify documents which may be required when applying for a job.
59.05 Identify appropriate job interview behaviors.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

63.01 Prepare documents using word processing software.
63.02 Prepare documents using database software.
63.03 Prepare documents using spreadsheet software.
63.04 Operate and troubleshoot peripherals.
63.06 Demonstrate the use of operation systems.
63.08 Demonstrate an awareness of emerging technologies.

64.0 IDENTIFY GLOBAL, LEGAL AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

64.01 List, describe and compare the characteristics of selected global economic systems.
64.02 Describe the importance of entrepreneurship in selected global economic systems.
64.03 List, describe and compare the characteristics of diverse cultures which impact business activities.
64.04 Identify basic legal issues which affect the work place.
64.05 Identify basic financial services and prepare selected financial forms.

Program: 8212300 Secretarial Services

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8207010
Course Title: Emerging Technology in Business
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to teach emerging technology and the effects of its application on society. The content will include, but not be limited to: Electronic research methods; business communications including speaking, listening, writing, and telecommunicating; multimedia presentation skills; ethical considerations related to technology; and emerging technologies affecting business. Instruction is designed to provide an understanding of the advances being made in technology today and in the future.

This course may substitute for Business Computer Applications 1 as a core course or is recommended as an enhancement to all business technology programs.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

- 12.10 Evaluate and select appropriate software package to complete assigned task.
- 12.12 Evaluate and select appropriate electronic resources.
- 12.13 Compare and select appropriate multi-media tools.
- 12.14 Evaluate information and choose relevant material.

63.0 PERFORM TECHNOLOGY APPLICATIONS--The student will be able to:

- 63.08 Demonstrate an awareness of emerging technologies.
- 63.09 Identify and define multimedia terminology.
- 63.10 Identify techniques for designing effective multimedia presentations.
- 63.11 Create and deliver a multimedia presentation.
- 63.12 Conduct business-related research using electronic resources.
- 63.13 Distribute business information electronically.
- 63.14 Distribute techniques for conducting a business meeting via satellite or on-line conferencing.
- 63.15 Participate in an electronic discussion on a business topic.

64.0 IDENTIFY GLOBAL, LEGAL, AND FINANCIAL BUSINESS CONCEPTS--The student will be able to:

- 64.06 Demonstrate an understanding of current copyright laws.
- 64.07 Demonstrate an understanding of ethics concerning electronic media and technology.
- 64.08 Demonstrate an understanding of computer security issues.

65.0 PERFORM ELECTRONIC COMMUNICATION ACTIVITIES--The student will be able to:

65.01 Identify research methods used to gather information.
65.02 Use electronic reference manuals.
65.03 Demonstrate proficiency in taking notes while gathering information.
65.04 Demonstrate interviewing techniques for gathering information.
65.05 Identify electronic research sources.
65.06 Demonstrate an understanding of electronic correspondence/conferencing.
65.07 Demonstrate appropriate electronic correspondence/ conferencing etiquette.
65.08 Demonstrate effective listening skills.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8212210
Course Title: Shorthand
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to develop a shorthand skill utilized as a professional tool. The student will learn to read and write shorthand and transcribe shorthand plates as well as dictated notes.

01.0 PERFORM TELECOMMUNICATION ACTIVITIES--The student will be able to:

- 01.01 Identify current telecommunication equipment/methods.
- 01.02 Demonstrate procedures for placing and receiving calls.

04.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

- 04.01 Define the different records management methods: alphabetic, geographic, subject, and numeric.
- 04.02 Index, code, sort, store, and retrieve documents.
- 04.03 Identify types of records management supplies, equipment, and procedures.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

- 06.01 Identify alternative mail services.
- 06.02 Process mail.

25.0 PERFORM STENOGRAPHIC ACTIVITIES--The student will be able to:

- 25.01 Read, write, and transcribe shorthand, brief forms, and other words representing theory principles.
- 25.02 Record and transcribe office style dictation.
- 25.03 Record unfamiliar dictated material and transcribe it in mailable form.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Small Business Management
Occupational Area:	Business
	PSVC
CIP Number	0506.180101
Grade Level	College Credits
Length	Certificate
Certification	

I. **MAJOR CONCEPTS/CONTENT:** The purpose of this program is to prepare students for the operation of a small business to become small business owners (222.137-030)/entrepreneurs. It also provides supplemental training for persons previously or currently operating or owning a small business.

The content prepares individuals to become proficient in the planning, organizing, directing, and controlling of a business, including organizational and human aspects, with emphasis on various theories of management, the knowledge and understanding necessary for managing economic resources, and decision making. Emphasis is given to the ownership of small business enterprises.

II. **LABORATORY ACTIVITIES:** Laboratory activities are an integral part of the program and include the use of keyboarding/typewriting systems, calculators, computers, peripheral equipment, and may include the use of dictation/transcription equipment.

III. **SPECIAL NOTE:** Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training agreement, a training plan signed by the student, teacher and employer, including instructional objectives and a list of on-the-job and in-school learning experiences and a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must be paid for work performed.

The typical length of this program for the average achieving student is a certificate.

IV. **INTENDED OUTCOMES**: After successfully completing this program, the student will be able to:

01.0 Perform math computations.
02.0 Perform keyboarding/typewriting activities.
03.0 Perform accounting activities.
04.0 Perform communication activities.
05.0 Develop human relations skills.
06.0 Demonstrate appropriate grooming habits.
07.0 Perform job application activities.
08.0 Demonstrate knowledge of information processing concepts.
09.0 Develop leadership skills.
10.0 Perform consumer economics activities.
11.0 Perform decision making activities.
12.0 Identify, classify, and demonstrate small business management functions.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Small Business Management
Secondary Number:
Postsecondary Number: 0506.180101

01.0 PERFORM MATH COMPUTATIONS--The student will be able to:

01.01 Solve addition, subtraction, multiplication, and division problems manually.
01.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
01.03 Solve problems involving decimals and fractions.
01.04 Solve problems involving percentages and discounts using a calculator.
01.05 Solve problems involving comparison shopping using a calculator.
01.06 Interpret graphs and tables.
01.07 Solve finance charge and annual percentage rate problems using a calculator.
01.08 Determine elapsed time between two events, stated in seconds minutes, hours, days, weeks, months, or years.
01.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
01.10 Solve problems involving perimeter or area of a rectangular region.
01.11 Solve problems involving length, width, or height.
01.12 Solve problems involving capacity.

02.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

02.01 Demonstrate keyboarding/typewriting techniques.
02.02 Identify operative parts of keyboarding equipment.
02.03 Identify formatting principles.
02.04 Demonstrate speed and accuracy in typing straight-copy material.

03.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

03.01 Record transactions in a general journal.
03.02 Post entries from a general journal to a general ledger.
03.03 Prepare a worksheet.
03.04 Prepare an income statement.
03.05 Prepare an owner's equity statement.
03.06 Prepare a balance sheet.
03.07 Journalize and post adjusting entries.
03.08 Journalize and post closing entries.
03.09 Prepare a postclosing trial balance.
03.10 Prepare checks and stubs.
03.11 Endorse checks using special endorsements.
03.12 Prepare a deposit slip and adjust checkbook.
03.13 Prepare a bank reconciliation.

03.14 Maintain petty cash records.
03.15 Record transactions in special journals.
03.16 Post journal entries to subsidiary ledgers.
03.17 Prepare payroll records.
03.18 Interpret financial statements.
03.19 Demonstrate a knowledge of the accounting cycle.

04.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

04.01 Follow oral and written instructions.
04.02 Compose business correspondence and related documents.
04.03 Prepare, outline, and deliver a short oral presentation.
04.04 Participate in a group discussion as a member and as a leader.
04.05 Obtain appropriate information from graphics, maps, or signs.
04.06 Locate and record information retrieved from written resources including current business periodicals.
04.07 Annotate letters, reports, and/or news articles.
04.08 Edit documents using proofreading symbols.
04.09 Research and compose a document containing statistical information.
04.10 Spell and define words, including business terminology.
04.11 Prepare visual material to support an oral presentation.

05.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

05.01 Demonstrate appropriate work habits.
05.02 Identify traits that promote good human relations and increase job performance.
05.03 Analyze and develop written solutions to behavior problems affecting job performance.
05.04 Select best ways to discipline an employee.
05.05 Discuss performance appraisal of an employee.

06.0 DEMONSTRATE APPROPRIATE GROOMING HABITS--The student will be able to:

06.01 Identify appropriate attire and grooming for a business office.

07.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

07.01 Identify sources of employment opportunities.
07.02 Complete employment forms.
07.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
07.04 Compose and type a follow-up letter.
07.05 Compose and type a letter of application and a resume.
07.06 Compose and type a letter of resignation.
07.07 Demonstrate job interview skills.
07.08 Identify methods for securing an employment reference.

08.0 DEMONSTRATE KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

08.01 Demonstrate a knowledge of data processing concepts.
08.02 Identify computer hardware components and software.

08.03 Locate requested information on a computer printout.
08.04 Locate errors on a computer printout.

09.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

09.01 Prepare an agenda.
09.02 Demonstrate the ability to conduct an orderly meeting.
09.03 Greet and introduce individuals.

10.0 PERFORM CONSUMER ECONOMIC ACTIVITIES--The student will be able to:

10.01 Identify basic concepts of the American economic system.
10.02 Identify basic types and sources of consumer credit.

11.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

11.01 List the steps in problem solving.
11.02 Demonstrate the ability to determine the proper priority of work.
11.03 Prepare a day's schedule for an employer.
11.04 Choose appropriate action in situations requiring application of business ethics.
11.05 Choose appropriate action in situations requiring following a chain of command.
11.06 Choose appropriate action in situations requiring effective time management.
11.07 Identify ways to assign work to others.

12.0 IDENTIFY, CLASSIFY, AND DEMONSTRATE SMALL BUSINESS MANAGEMENT FUNCTIONS--The student will be able to:

12.01 Identify the correct definition of management.
12.02 Identify the major functions of small business management and/or ownership.
12.03 Demonstrate the basic principles of planning, organizing, staffing, directing, and controlling a small business.
12.04 Demonstrate appropriate communication techniques and management styles.
12.05 Demonstrate marketing techniques for a small business.
12.06 Demonstrate a knowledge of small business regulations.
12.07 Develop a risk management (insurance) program.
12.08 Identify problems and make an appropriate decision.
12.09 Develop a financial management program for the acquisition of economic resources.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Small Business Operations
Occupational Area:	Business
	PSAV
Program Numbers	**B061801**
CIP Number	0506.180100
Grade Level	30,31
Length	750 hours
Certification	BUS ED @4 1 @2
	VOE @7
	TEACH CBE @7
	MANAG SUPV @7 G
	BOOKKEEPIN @4 @7 G

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is to prepare students for employment as first line supervisors, clerical (51002375) or to provide supplemental training for persons previously or currently employed in this occupational area.

The content prepares individuals to become proficient in the planning, organizing, and controlling of a business. Emphasis is given to characteristics of small businesses and to skill development in the areas necessary for sound business operations. Instruction prepares individuals to make sound decisions and to supervise people and functions effectively.

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, computers, peripheral equipment, and may include the use of dictation/transcription equipment.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training agreement, a training plan signed by the student, teacher and employer, including instructional objectives and a list of on-the-job and in-school learning experiences and a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must be paid for work performed.

In accordance with Rule 6A-10.040, FAC., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S. To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 750 hours.

IV. **INTENDED OUTCOMES:** After successfully completing this program, the student will be able to:

01.0 Perform math computations.
02.0 Perform keyboarding/typewriting activities.
03.0 Perform business records activities.
04.0 Perform communication activities.
05.0 Develop human relations skills.
06.0 Demonstrate appropriate grooming habits.
07.0 Perform job application activities.
08.0 Demonstrate knowledge of information processing concepts.
09.0 Perform accounting activities.
10.0 Develop leadership skills.
11.0 Perform consumer economic activities.
12.0 Perform decision making activities.
13.0 Identify, classify, and demonstrate small business operations functions.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Small Business Operations
Secondary Number:
Postsecondary Number: B061801

For 1996-97, INTENDED OUTCOMES listed in Business Systems and Technology 1 and Business and Technology 2 may be incorporated into this program.

01.0 PERFORM MATH COMPUTATIONS--The student will be able to:

01.01 Solve addition, subtraction, multiplication, and division problems manually.
01.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
01.03 Solve problems involving decimals and fractions.
01.04 Solve problems involving percentages and discounts using a calculator.
01.05 Solve problems involving comparison shopping using a calculator.
01.06 Interpret graphs and tables.
01.07 Solve finance charge and annual percentage rate problems using a calculator.
01.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
01.09 Solve problems involving length, width, or height.

02.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

02.01 Demonstrate keyboarding/typewriting techniques.
02.02 Identify operative parts of keyboarding equipment.
02.03 Identify formatting principles.
02.04 Demonstrate speed and accuracy in typing straight-copy material.

03.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

03.01 Prepare checks and stubs.
03.02 Endorse checks using special endorsements.
03.03 Prepare a deposit slip and adjust checkbook.
03.04 Prepare a bank reconciliation.
03.05 Maintain petty cash records.
03.06 Record transactions in special journals.
03.07 Post journal entries to subsidiary ledgers.
03.08 Prepare payroll records.

04.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

04.01 Follow oral and written instructions.
04.02 Compose business correspondence and related documents.
04.03 Spell and define words, including business terminology.

05.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

05.01 Demonstrate appropriate work habits.
05.02 Identify traits that promote good human relations and increase job performance.

06.0 DEMONSTRATE APPROPRIATE GROOMING HABITS--The student will be able to:

06.01 Identify appropriate attire and grooming for a business office.

07.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

07.01 Identify sources of employment opportunities.
07.02 Complete employment forms.
07.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
07.04 Compose and type a follow-up letter.
07.05 Compose and type a letter of application and a resume.
07.06 Compose and type a letter of resignation.
07.07 Demonstrate job interview skills.
07.08 Identify methods for securing an employment reference.

08.0 DEMONSTRATE KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

08.01 Demonstrate a knowledge of data processing concepts.
08.02 Identify computer hardware components and software.
08.03 Locate requested information on a computer printout.
08.04 Locate errors on a computer printout.

09.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

09.01 Record transactions in a general journal.
09.02 Post entries from a general journal to a general ledger.
09.03 Prepare a worksheet.
09.04 Prepare an income statement.
09.05 Prepare an owner's equity statement.
09.06 Prepare a balance sheet.
09.07 Journalize and post adjusting entries.
09.08 Journalize and post closing entries.
09.09 Prepare a post closing trial balance.

10.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

10.01 Prepare an agenda.
10.02 Demonstrate the ability to conduct an orderly meeting.
10.03 Greet and introduce individuals.

11.0 PERFORM CONSUMER ECONOMIC ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.
11.02 Identify basic types and sources of consumer credit.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.01 List the steps in problem solving.
12.02 Demonstrate the ability to determine the proper priority of work.
12.03 Prepare a day's schedule for an employer.
12.04 Choose appropriate action in situations requiring application of business ethics.
12.05 Choose appropriate action in situations requiring following a chain of command.
12.06 Choose appropriate action in situations requiring effective time management.

13.0 IDENTIFY, CLASSIFY, AND DEMONSTRATE SMALL BUSINESS OPERATIONS FUNCTIONS--The student will be able to:

13.01 Identify the correct definition of management.
13.02 Identify the major functions of small business management.
13.03 Identify the basic principles of the planning function in a small business.
13.04 Identify the basic principles of the organizing function in a small business.
13.05 Identify the basic principles of the staffing function in a small business.
13.06 Identify the basic principles of the directing function in a small business.
13.07 Identify the basic principles of the controlling function in a small business.
13.08 Select the most effective communication systems and supervisory styles for a small business.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title: Word Processing
Occupational Area: Business

PSAV

Program Numbers	**B070608**
CIP Number	0507.080100
Grade Level	30, 31
Length	900 hours
Certification	BUS ED @4 1 @2 VOE @7 TEACH CBE @7 STENOG @4 CLERICAL @7 G SECRETAR @7 G BUS DP @7 G

I. MAJOR CONCEPTS/CONTENTS: The purpose of this program is to prepare students for employment as word processing operators (208.382-010), software applications clerks, documents clerks, word processing operators, information processor operators, insurance policy processors or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to edit and produce written communication using electronic text-editing equipment.

II. **LABORATORY ACTIVITIES:** Laboratory activities are an integral part of this program and includes the use of keyboarding/typewriting systems, dictation/transcription machines, calculators, and electronic text-editing equipment for storage, retrieval, and printing purposes.

III. **SPECIAL NOTE:** Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which

the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Rule 6A-10.040, FAC., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S. To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 900 hours.

IV. **INTENDED OUTCOMES**: After successfully completing this program, the student will be able to:

01.0 Perform telephone activities.
02.0 Perform math computations.
03.0 Perform keyboarding/typewriting activities.
04.0 Perform filing activities.
05.0 Perform business records activities.
06.0 Perform communication activities.
07.0 Demonstrate knowledge of human relations skills.
08.0 Develop appropriate grooming habits.
09.0 Perform job application activities.
10.0 Demonstrate knowledge of data/information processing concepts.
11.0 Develop leadership skills.
12.0 Perform consumer economics activities.
13.0 Demonstrate knowledge of reprographic activities.
14.0 Demonstrate knowledge of decision making activities.
15.0 Perform mail handling activities.
16.0 Perform machine dictation/transcription activities.
17.0 Perform information processing activities using electronic text-editing equipment.
18.0 Demonstrate records management activities.

July 1997

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Word Processing
Postsecondary Number: B070608

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers and addresses.
01.03 Demonstrate techniques of placing and answering telephone calls.
01.04 Record and relay telephone messages.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding/typewriting techniques.
03.02 Identify operative parts of keyboarding/typewriting equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight-copy material.
03.05 Type business letters and envelopes.
03.06 Type interoffice memoranda.
03.07 Type tabulated information.
03.08 Type business letters using different sizes of stationery.
03.09 Type business letters containing special features.
03.10 Type a two-page letter.
03.11 Type file labels.
03.12 Type a report with headings and footnotes/endnotes.
03.13 Type multi-copy pre-printed forms.
03.14 Type news releases.
03.15 Type minutes of a meeting.
03.16 Type business letters with enumerated items.
03.17 Demonstrate proofreading skills using proofreaders' marks.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and file materials alphabetically.
04.02 Retrieve materials from files.
04.03 Define the different filing methods: geographic, subject, and numeric.
04.04 Cross-reference correspondence.
04.05 Identify types of filing supplies, equipment, and procedures.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare checks and stubs.
05.02 Endorse checks using special endorsements.
05.03 Prepare a deposit slip and adjust a checkbook.
05.04 Prepare bank reconciliations.

06.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

06.01 Spell and define words including business terminology.
06.02 Follow oral and written instructions.
06.03 Punctuate sentences.
06.04 Demonstrate correct grammar usage.

07.0 DEMONSTRATE A KNOWLEDGE OF HUMAN RELATIONS SKILLS--The student will be able to:

07.01 Demonstrate appropriate work habits.
07.02 Identify job retention and promotion traits.

08.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

08.01 Identify appropriate attire and grooming for a business office.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and type a letter of application and a resume.
09.04 Demonstrate job interview skills.
09.05 Identify sources of employment opportunities.
09.06 Identify methods of securing an employment reference.
09.07 Compose and type a follow-up letter.
09.08 Compose and type a letter of resignation.

10.0 DEMONSTRATE KNOWLEDGE OF DATA/INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Locate requested information on a computer printout.
10.02 Identify applications of computers in modern business.
10.03 Identify terms commonly used in information processing.
10.04 Identify the major components of an automated office system.
10.05 Manually correct errors on a computer printout.
10.06 Verify the totals on a computer.
10.07 Identify applications of magnetic storage.
10.08 Identify automated systems, equipment components, and electronic media.
10.09 Interpret instructions on a work requisition.
10.10 Identify the advantages of processing documents on automated equipment.
10.11 Identify occupations using automated office systems.
10.12 Identify the skills necessary for the automated office occupations.

11.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

11.01 Choose appropriate action in a situation requiring application of business ethics.
11.02 Identify basic principles of parliamentary procedure.
11.03 Greet and introduce individuals.
11.04 Demonstrate knowledge of professional organizations.

12.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

12.01 Identify basic concepts of the American economic system.
12.02 Identify available services offered by consumer information sources (i.e., banking and government agencies).
12.03 Identify advantages and disadvantages of consumer credit.
12.04 Identify types and sources of consumer credit.
12.05 Identify the advantages of budgeting in personal financial planning.
12.06 Identify the advantages of insurance in professional planning.

13.0 DEMONSTRATE KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

13.01 Identify characteristics of reprographic methods.
13.02 Make decisions on the best reprographic method.
13.03 Identify terms used in reprographics.
13.04 Identify characteristics of paper.

14.0 DEMONSTRATE KNOWLEDGE OF DECISION MAKING ACTIVITIES--The student will be able to:

14.01 Choose appropriate action in situations requiring application of business ethics.
14.02 Identify procedures for following chain-of-command.
14.03 Choose appropriate action in situations requiring effective time management.
14.04 List the steps in problem solving.
14.05 Demonstrate the ability to determine work priorities.
14.06 Prepare a day's schedule for an employer.
14.07 Handle confidential information appropriately.
14.08 Identify efficient ways to assign work.
14.09 Identify conflict of interest situations.

15.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

15.01 Classify mail.
15.02 Locate ZIP codes.
15.03 Identify special mail services.
15.04 Identify alternative courier and electronic mail services.

16.0 PERFORM MACHINE DICTATION/TRANSCRIPTION ACTIVITIES--The student will be able to:

16.01 Identify terms used in machine transcription.

16.02 Demonstrate techniques in machine transcription.
16.03 Transcribe recorded dictation using automated equipment.
16.04 Dictate for recording medium.

17.0 PERFORM INFORMATION PROCESSING ACTIVITIES USING ELECTRONIC TEXT-EDITING EQUIPMENT--The student will be able to:

17.01 Input, store, and output letters, reports, and files requiring use of special equipment features/applications on automated equipment submitted in handwritten, and dictated form.
17.02 Revise and output stored documents requiring use of special equipment features/applications on automated equipment.
17.03 Code, log, store, and retrieve on media and hard copy files.
17.04 Maintain a daily production report.
17.05 Locate and retrieve stored documents.

18.0 DEMONSTRATE RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

18.01 List and describe three methods of protecting vital records.
18.02 Search for and investigate information in files.
18.03 Interpret records retention schedule.

July 1997

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title: Word Processing Technology
Occupational Area: Business Technology Education

	PSV
CIP Number	0507.080101
Grade Level	College
Length	AS Degree

I. **MAJOR CONCEPTS/CONTENT**: The purpose of this program is designed to prepare students for employment as typists, including word processing (55307370), word processing technicians, word processing coordinators, correspondence managers, marketing support representatives, electronic information processing technicians, software applications managers, or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to assist management by expediting and facilitating the maintenance and production of correspondence and records; telecommunicate; maintain office budgets; preparing correspondence and filing documents.

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, dictation/transcription equipment, computers, and peripheral equipment.

III. **SPECIAL NOTE**: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. Vocational education student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is an associate degree.

IV. **INTENDED OUTCOMES**: After successfully completing this program, the student will be able to:

01.0 Perform telephone activities.
02.0 Perform math computations.
03.0 Perform keyboarding/typewriting activities.
04.0 Perform filing activities.
05.0 Perform accounting activities.
06.0 Perform communication activities.
07.0 Demonstrate a knowledge of human relations skills.
08.0 Develop appropriate grooming habits.
09.0 Perform job application activities.
10.0 Perform information processing activities.
11.0 Develop leadership skills.
12.0 Perform consumer economics activities.
13.0 Perform mail handling activities.
14.0 Demonstrate a knowledge of reprographic activities.
15.0 Perform decision making activities.
16.0 Perform machine dictation/transcription activities.
17.0 Perform stenographic activities.
18.0 Perform management activities.

July 1997

FLORIDA DEPARTMENT OF EDUCATION
STUDENT PERFORMANCE STANDARDS

Program Title: Word Processing Technology
Postsecondary Number: 0507.080101

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers.
01.03 Identify the techniques of answering and placing calls.
01.04 Record messages.
01.05 Transfer telephone calls.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.03 Solve problems involving decimals and fractions.
02.04 Solve problems involving percentages and discounts using a calculator.
02.05 Solve problems involving comparison shopping using a calculator.
02.06 Interpret graphs and tables.
02.07 Solve finance charge and annual percentage rate problems using a calculator.
02.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
02.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
02.10 Solve problems involving perimeter or area of a rectangular region.
02.11 Solve problems involving length, width, or height.
02.12 Solve problems involving capacity.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding/typewriting techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight-copy material.
03.05 Type business letters and envelopes.
03.06 Type interoffice memoranda.
03.07 Type tabulated information.
03.08 Type a two-page letter.
03.09 Type business letters containing special features.
03.10 Type a memorandum to multiple recipients and address interoffice envelopes.
03.11 Type labels.
03.12 Type a report using footnotes or endnotes.
03.13 Type multi-copy pre-printed business forms.
03.14 Type a news release.

03.15 Type minutes of a meeting.
03.16 Type tables in ruled and boxed form.
03.17 Type material from handwritten copy.
03.18 Type a standardized document by merging selected paragraphs and variable information.
03.19 Type from rough draft copy containing proofreaders' marks.
03.20 Type different sizes of cards.
03.21 Type business letters with enumerated items.
03.22 Type business letters containing tabulated material on different sizes of stationery.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and store materials alphabetically.
04.02 Identify types of filing supplies, equipment, and procedures.
04.03 Index, code, sort, and store numerically.
04.04 Retrieve materials from files.
04.05 Cross-reference materials in the alphabetic, numeric, geographic, and subject filing systems.
04.06 Recommend solutions to problems in existing filing systems.
04.07 Design form for initial inventory of records.
04.08 Search for and investigate information in files.
04.09 Identify definitions of records management terminology.
04.10 Index, code, sort, and file correspondence geographically, alphabetically, chronologically, numerically, and by subject.
04.11 List and describe methods of protecting vital records.
04.12 Recommend appropriate action for the retention and disposal of records.
04.13 Identify characteristics of centralized and decentralized filing systems.
04.14 Classify records into vital, useful, and nonessential categories.
04.15 Recommend appropriate action for retention and disposal of records.
04.16 Identify characteristics of centralized and decentralized filing systems.
04.17 Classify records into vital, useful, and nonessential categories.

05.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

05.01 Record transactions in a general journal (journalize).
05.02 Post entries from a general journal to a general ledger.
05.03 Prepare a work sheet.
05.04 Prepare an income statement.
05.05 Prepare an owner's equity.
05.06 Prepare a balance sheet.
05.07 Journalize and post adjusting entries.
05.08 Journalize and post closing entries.
05.09 Prepare a postclosing trial balance.
05.10 Prepare checks and stubs.
05.11 Endorse checks using special endorsements.
05.12 Prepare a deposit slip and adjust checkbook.
05.13 Prepare a bank reconciliation.

05.14 Maintain petty cash records.
05.15 Record transactions in special journals.
05.16 Post journal entries to subsidiary ledgers.
05.17 Prepare payroll records.
05.18 Interpret financial statements.
05.19 Demonstrate a knowledge of the accounting cycle.

06.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

06.01 Follow oral and written instructions.
06.02 Compose business correspondence and related documents.
06.03 Prepare, outline, and deliver a short oral presentation.
06.04 Participate in group discussion as a member and as a leader.
06.05 Obtain appropriate information from graphics, maps, or signs.
06.06 Locate and record information retrieved from written resources, including current business periodicals.
06.07 Annotate letters, reports, and/or news articles.
06.08 Research and compose a document containing statistical information.
06.09 Spell and define words, including business terminology.
06.10 Edit documents using proofreaders' marks.
06.11 Prepare visual material to support an oral presentation.
06.12 Select the appropriate medium for transmitting information.
06.13 Compose an electronic message using appropriate format and composition.

07.0 DEMONSTRATE A KNOWLEDGE OF HUMAN RELATIONS SKILLS--The student will be able to:

07.01 Demonstrate appropriate work habits.
07.02 Identify traits that promote good human relations and increase job performance.
07.03 Analyze and develop written solutions to behavior problems affecting job performance.
07.04 Recognize the effect of organizational and cultural change on the job.
07.05 Demonstrate a knowledge of motivational techniques.

08.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

08.01 Identify appropriate attire and grooming for a business office.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Identify sources of employment opportunities.
09.02 Complete employment forms.
09.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.04 Compose and type a follow-up letter.
09.05 Compose and type a letter of application and a resume.
09.06 Compose and type a letter of resignation.
09.07 Demonstrate job interview skills.
09.08 Identify methods of securing an employment reference.

10.0 PERFORM INFORMATION PROCESSING ACTIVITIES--The student will be able to:

10.01 List major programming languages used in business data processing.
10.02 Locate requested information on a computer printout.
10.03 Identify applications of computers in business.
10.04 Identify terms commonly used in information processing.
10.05 Identify automated business systems, equipment components, and electronic media.
10.06 Edit letters and documents using automated equipment.
10.07 Input, store, and output letters from handwritten or typed material on automated equipment.
10.08 Input, store, and output dictated letters and documents on automated equipment.
10.09 Input, store, and output tabulated documents from handwritten or typed material on automated equipment.
10.10 Revise stored documents and output them on automated equipment.
10.11 Sequence and define the steps of an information processing cycle.
10.12 Input numeric data.
10.13 Use office operations manual.
10.14 Develop a flowchart.
10.15 Perform "boot-up" procedures on a microcomputer.
10.16 Develop a component of an office operations manual.
10.17 Perform computer activities using data base, spreadsheet, and graphics software.
10.18 Edit and verify printout information.

11.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

11.01 Prepare an agenda.
11.02 Demonstrate the ability to conduct an orderly meeting.
11.03 Greet and introduce individuals.
11.04 Demonstrate a knowledge of professional organizations.
11.05 Identify traits of employees with promotion potential.
11.06 List some principles of group dynamics that maximize office morale.

12.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

12.01 Identify basic concepts of the American economic system.
12.02 Identify basic types and sources of consumer credit.
12.03 Review an equipment maintenance contract.
12.04 Identify advantages and disadvantages of consumer credit.

13.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

13.01 Classify mail.
13.02 Locate ZIP codes.
13.03 Process mail.
13.04 Identify special mail services.
13.05 Identify alternative courier and electronic mail services.

14.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

14.01 Identify characteristics of reprographic methods.
14.02 Make decisions on best reprographic method to use.
14.03 Identify correct definitions of terms used in reprographics.
14.04 Identify characteristics of paper.

15.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

15.01 List the steps in problem solving.
15.02 Demonstrate the ability to determine the proper priority of work.
15.03 Prepare a day's schedule for an employer.
15.04 Choose appropriate action in situations requiring application of business ethics.
15.05 Choose appropriate action in situations requiring following a chain of command.
15.06 Choose appropriate action in situations requiring effective time management.
15.07 Identify ways to assign work to others.
15.08 Determine preventive actions for office communication problems.
15.09 Select the best way to handle confidential information.
15.10 Identify the best way to provide constructive feedback on improper behavior.
15.11 Identify options for solving personnel problems.
15.12 Choose appropriate action in solving problems involving violation of business principles.

16.0 PERFORM MACHINE DICTATION/TRANSCRIPTION ACTIVITIES--The student will be able to:

16.01 Demonstrate techniques in machine dictation and transcription.
16.02 Transcribe recorded dictation of business related documents.
16.03 Evaluate transcription systems for office utilization.

17.0 PERFORM STENOGRAPHIC ACTIVITIES--The student will be able to:

17.01 Take shorthand notes and transcribe them into mailable copy.

18.0 PERFORM MANAGEMENT ACTIVITIES--The student will be able to:

18.01 Identify management styles.
18.02Prepare managerial reports about production, personnel, equipment, and operational costs.
18.03 Set priorities and develop more efficient procedures for work flow.
18.04 Discuss the performance appraisals with employees, set goals, and recommend training.
18.05 Prepare a general budget.
18.06 Choose appropriate action applying business management techniques.
18.07 Apply time management techniques to office schedule.

18.08 Develop short/long range plans including EAEO and equity guidelines.
18.09 Develop procedures for handling grievances.
18.10 Evaluate job applicants based upon interviews.
18.11 Select items to include in a new employee's orientation to the job.
18.12 Select and delegate tasks.
18.13 Recommend employees for promotion.
18.14 Budget office expenses.
18.15 Sketch layout of an office using principles of ergonomics.
18.16 Choose vendors from whom to purchase office supplies.

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